

Barchester Hellens Limited

# Kingswood Court Care Home

## Inspection report

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Kingswood Court is a care home that provides personal and nursing care for up to 61 people. The service is provided in accommodation over three floors. At the time of this inspection 55 people were living in the home.

We found the following examples of good practice.

Safe provision had been thought about when receiving professional visitors to the home. Prior to our visit the policy and procedure for visiting professionals was shared with us so that we knew what to expect on arrival. Professionals are asked not to visit the service if they displayed any symptoms related to Covid 19.

We were greeted by the home manager and had our temperature taken, we were asked to change into clean clothes, wash our hands and to wear the PPE given to us. This included, an apron, gloves and mask. All visitors are asked for contact details to support the track and trace system. They were shown to the area of the home they were visiting, by the shortest and most direct route.

The emotional wellbeing of people and their families had been supported throughout the pandemic. The manager and staff ensured contact was maintained through various initiatives. They were sensitive to people's feelings including anxiety, sadness and loss. Throughout the spring and summer garden visits were arranged by appointment. Procedures ran smoothly and designated staff were available if required whilst promoting privacy for people and their relative.

As the autumn winter season was approaching the provider had considered alternative visitor arrangements. An internal pod was being installed which had external access to help reduce entry to other parts of the service and reduce risk. A hearing loop system will help assist communication between each other. Each person had been individually risk assessed to ensure visits were person centred. This would help ensure their visits were meaningful whilst maintaining their safety, meeting needs and respecting privacy. A designated member of staff will be available should anyone require assistance, for example if they needed to use the bathroom facility.

For those people who were bedbound or receiving end of life care, portable Perspex screening was available so that family members could visit in people's rooms. The robust visitor's policy and procedure we previously mentioned would then be applied when wearing PPE.

All staff recognised their responsibility to protect the people they cared for and how crucial it was that when they were not at work, they respected and followed government guidelines to reduce their own exposure to risks. The manager was very proud of all staff and recognised and celebrated their efforts during the pandemic.

When people were admitted to the home, risk assessments were completed, and people were isolated for 14

days. Social distancing was encouraged throughout the home. Where this was not achievable, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly.

There were clear policies, procedures and contingency plans in place. Audits were undertaken, and actions were taken to ensure improvements were made. Staff had received training and regular updates were provided. The manager and senior staff completed 'spot checks' of the environment. These were completed to check staff understanding and compliance with use of PPE and infection prevention and control practices. There was effective, supportive communication between the directors, area manager, manager, staff, people using the service and relatives.

The home was clean. Housekeeping and laundry practices were overseen by the housekeeper, who checked work had been completed to a satisfactory standard and that supporting records were maintained.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service was following safe infection prevention and control procedures to keep people safe

**Inspected but not rated**

# Kingswood Court Care Home

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 5 November 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

# Is the service safe?

## Our findings

### Our findings

S5 How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.