

Barchester Healthcare Homes Limited

Kingfisher Lodge

Inspection report

Chestnut Walk
Saltford
Bristol
Avon
BS31 3BG

Tel: 01225871030

Date of inspection visit:
21 October 2020

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06 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

We found the following examples of good practice.

Assessments were carried out by phone or remotely. People were not admitted to the service unless they tested negative for Covid-19; there were procedures in place to isolate new admissions for a further two weeks to ensure they were free of the virus.

The service was on two floors, each floor could be isolated using a zoning system. Wherever possible staff worked on one specific floor. The provider reported no suspected outbreaks to date. If there was an outbreak the registered manager knew the organisational policy to inform PHE, CQC and the commissioning team.

Training was robust, staff knew how to put on and take off PPE. Staff had IPC supervision and staff told us they had additional training. One staff member told us they had been trained as a Covid Carer so they could support clinical staff in the event the home had an outbreak.

The registered manager ensured regular testing was carried out on both staff and people living at the service. Staff we spoke with were confident and knowledgeable about how to protect people from the risk of infection.

There were effective systems in place to support visits. All visitors to the service were required to sign in, have their temperatures taken and wash their hands. The provider had plans to improve the current visiting arrangements, for example they planned to create patio doors in rooms to enable people to come in through the garden rather than through the home. This will improve social distancing further.

Staff ensured people remained as active as possible, duplicating activities on each floor and offering one to one support for people who did not want to leave their rooms. Staff limited activity groups to six people and wiped all items after use. Staff had created a sensory room to support people with anxiety issues.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at part of this key question.

Inspected but not rated

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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 21 October 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

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 can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.