

Sanctuary Care Limited

Bradwell Court Residential 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

Bradwell Court Residential Care Home is a residential care home providing nursing or personal care for up to 27 people aged 65 and over. At the time of inspection there were 21 people living in the home. Accommodation is across two separate floors.

We found the following examples of good practice.

The atmosphere in the home was sociable and welcoming. People told us that they felt safe and well cared for and made positive comments about the staff including: "I'm only too happy here, extremely well looked after, the staff are lovely and the care excellent" and "Very good the staff are very nice".

At the time of the inspection visits inside the home were only allowed in exceptional circumstances such as end of life. At such times special arrangements would be made, sensitive to the needs of the person and their visitors to ensure the safety and wellbeing of all concerned.

All visitors were offered a lateral flow device (LFD) test for Covid-19 and were asked to complete a health screening form, had their temperature checked and were provided with face masks and, visors to wear throughout their visit.

An ultraviolet (UV) lightbox had been installed in the reception area to ensure that staff and visitor hand hygiene is as effective as possible.

People could keep in touch with their relatives by phone, video calls and closed window visits arranged with the home. The provider had acquired a smart TV to support video calls and facilitate virtual tea visits.

Whole home testing was in place for people, and staff and the registered manager maintained detailed records of each test, its reference number and outcome.

Staff had benefited from training, support and guidance on infection control including COVID-19 and demonstrated skill and confidence in the way they carried out their duties and responsibilities.

Staff had access to the personal protective equipment (PPE) and there were PPE 'stations' situated at various locations around the home.

The provider had assessed the impact of how PPE may cause fear and anxiety for people and had provided transparent face masks to help improve communication and allay fears where required.

The home was clean and free of malodour throughout. Enhanced cleaning schedules had been introduced and monitored closely by senior staff to reduce the risk of transmission of COVID-19.

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?

Inspected but not rated.

Inspected but not rated

Bradwell Court Residential 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.

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

This inspection took place on 5 February 2021 and was announced.

Is the service safe?

Our findings

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.