

Mr & Mrs T B Thompson

Cholwell House Nursing Home

Inspection report

Main Road
Temple Cloud
Bristol
BS39 5DJ

Tel: 01761452885

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17 March 2021

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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

Cholwell House Nursing Home is a care home that provides nursing and personal care for a maximum of 51 people. The service is provided over three floors with an additional 12 bedded unit separate from the main house. At the time of the inspection, 38 people were using the service.

We found the following examples of good practice.

All staff used the appropriate Personal Protective Equipment (PPE) in line with current government guidance. Staff changed into and out of their uniform in the workplace to minimise the spread of infection.

Staff had received training on the signs, symptoms and management of COVID-19. Training to don and doff PPE had been completed by all staff. PPE stations were located throughout the home.

There was an infection control policy and contingency plan in place that had been updated as guidance had changed. We found the home to be clean with regular cleaning taking place throughout the day.

There was a clear process for visitors; the environment for visitors followed national guidance for visitors to care homes. Families were able to book a visiting slot and followed a process which included a temperature check and the wearing of PPE. They were required to take a lateral flow COVID-19 test with a negative result before entering. Full PPE was also worn. Protective screens were available to facilitate some pre-booked visits. Seating areas were available outside if people preferred to be outdoors. The provider had created a well-ventilated visiting area with access from outside, so visitors didn't need to walk through the home. However, at the time of our visit, external work was being done which meant visitors had to walk through to the visiting area.

People were able to access tablet devices from the home to partake in video calls if they wished. The registered manager and staff communicated regularly with the families of people living in the home. The provider had installed an additional telephone line, so families had a dedicated line to speak with their loved ones. For people who were receiving end of life care their loved ones were able to visit.

Social distancing measures were in place to protect people. Lounge chairs were distanced from each other.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information in the detailed findings below.

Inspected but not rated

Cholwell House Nursing 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 COVID-19 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 17 March and was announced.

Is the service safe?

Our findings

- 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.