

Bridge House (Residential Home) Limited

Bridge House

Inspection report

31 Rectory Road
Frampton Cotterell
Bristol
BS36 2BN

Tel: 01454772888

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25 November 2020

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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

Bridge House is a care home that provides accommodation with personal care, for up to 16 people. At the time of this inspection 16 people were living at the home.

We found the following examples of good practice.

- We found robust infection control procedures were in place. Cleaning had been increased to ensure high touch surfaces were cleaned regularly and additional cleaning was taking place to maintain good hygiene standards.
- Staff were observed wearing appropriate personal protective equipment (PPE). Sufficient supplies of PPE were in place. Staff received training in infection prevention and control measures and appropriate use of PPE. A room near to the front entrance and exit of the home had been adapted into a donning and doffing area for staff and visitors to use. The area contained hand washing facilities and clinical waste bins. There were posters and information about COVID-19 on display throughout the home.
- Systems were in place to prevent visitors from catching and spreading infections. At the time of our inspection due to the national government lockdown the home had decided to stop all visits to the home. This had been discussed at length with all relatives and the people who lived in the home. Plans were in place to separate an area of the conservatory with a perspex screen. This would mean visitors to the home would not have to enter the main building keeping people safe.
- Staff supported people to maintain contact with their family and friends, by phone, social media and video calling, when they were unable to visit. The registered manager and staff remained in contact with people's loved ones. They provided regular updates in relation to people's wellbeing. The management team had set up a relative's social media group chat to keep relatives updated regarding news at the home. A WI-FI booster system had been purchased to improve connectivity. This meant people could communicate with loved ones.
- People that lived in the home and the staff had their temperatures taken daily. This helped the management team to monitor people and staff's wellbeing and was an indicator of changes in wellbeing.
- The registered manager told us if people were admitted to the home, risk assessments were completed, and people were isolated for 14 days. During this isolation period, staff would be allocated to people on a one to one basis, to provide personal care and support.
- The home took part in regular testing for COVID-19. Staff were tested weekly, and people who lived at the home were tested monthly. The registered manager told us they maintained a spreadsheet of the dates staff and people were last tested.

- Within the lounge and dining areas chairs and tables had been moved to support social distancing. This meant people could still spend time in communal areas and enjoy each other's company. Desks and chairs within the manager's office had been distanced 2 metres apart to comply with guidance.
- The registered manager told us they were well supported by the local GP. The home had community nurses who supported them.

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 were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Bridge House

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 conducting a thematic review of infection control and prevention measures in care homes.

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.

This inspection took place on 25 November 2020 and was announced.

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.