

Bupa Care Homes (CFChomes) Limited

Argyles Care Home

Inspection report

Pound Street
Newbury
Berkshire
RG14 6AE

Tel: 01635551166

Date of inspection visit:
10 February 2021

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19 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Argyles Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. The service provides personal and nursing care to a maximum of 50 adults. At the time of the inspection the service supported 35 people. People's needs varied, with some people living with dementia. There were 53 staff employed. The premises has bedrooms across two floors, with communal dining areas, lounge rooms, communal bathrooms and quiet rooms available on each floor.

We found the following examples of good practice:

- The outbreak was effectively controlled by the service. The manager and staff had worked with support from the provider's own specialist staff, as well as collaboratively with external social and healthcare professionals.
- The service had increased testing for people, staff and essential visitors. This included both on the spot testing as well as swabs sent away for laboratory testing.
- The service had already designed and constructed a specialised visiting pod by converting a bedroom which connected with the outside of the building. This was not in use at the time of the inspection but had allowed safe visiting following government guidelines.
- There was increased vigilance of staff practice by the management team to ensure that correct infection prevention and control measures were being followed.
- Any areas for improvement were identified through good governance, auditing and reporting. Actions were promptly taken to address any risks that could lead to the continued transmission of infection.
- People who were at risk of experiencing loneliness or social isolation had additional interaction with staff and where possible remotely with their family and friends.
- The service contacted relevant healthcare professionals if they identified a person's psychological or emotional wellbeing was impacted by increased isolation.
- Staff were provided additional support to help prevent fatigue and ensure a good work life balance. This included having a work 'buddy' and access to remote support from employee assistance programmes.

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 is in the detailed findings below.

Inspected but not rated

Argyles 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 the Care Quality Commission's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 10 February 2021 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 personal protective equipment 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 were effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.