

Lancashire County Council

# Broadfield House Home for Older People

## Inspection report

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14 May 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

Broadfield House is a residential care home providing accommodation and personal care to 32 people aged 55 and over at the time of the inspection. The service can support up to 45 people.

We found the following examples of good practice:

We noted good practices in all of the areas we considered including the use of and disposal of personal protective equipment (PPE). Staff, management and visitors were using PPE correctly and there were robust procedures in place around the use of PPE.

The provider and registered manager had comprehensive processes to minimise the risk to people, staff and visitors from catching and spreading infection. These included weekly testing of staff and at least every 28 days for people living in the home. Hand sanitiser and PPE were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands and regular use of hand sanitisers.

Where appropriate, and consistent with infection control rules, 'socially-distanced' visits had been taking place. We noted the processes around this were in line with local rules and guidance. We noted they were regularly reviewed and adapted to reflect latest guidance and legislation.

We noted the provider and manager had developed a visiting area inside the home. We noted this incorporated shielding and isolation processes to ensure visitors and residents were protected.

Visiting rules and process were communicated effectively to people using the service and their relatives.

Infection control policy and people's risk assessments had been completed and revised following the pandemic so that people were protected in the event of becoming unwell or in the event of a COVID-19 outbreak in the home. The manager insisted people were tested before admission and consistent with guidance, people were not being admitted to the home at the time of the inspection. This will be reviewed as appropriate and in line with any changes in restrictions. We were satisfied the service, staff, people and visitors were following the rules.

People's mental wellbeing had been promoted by use of social media and hand held devices so people could contact their relatives and friends. Staff had comprehensive knowledge of good practice guidance and had attended Covid-19 specialist training. There were sufficient staff to provide continuity of support and ensure safeguards were in place should there be a staff shortage.

Areas of the home could be segregated in the event of widespread infection so as to assist with appropriate isolation of people. The manager said separate staff members could be used to help in this situation.

Policies and infection control processes were regularly reviewed when guidance changed. We saw good examples of this that took into account guidance from a wide variety of sources. A provider representative kept abreast of developments and we saw examples of where they had considered new guidance and provided this in a summary to management and staff in the home.

The home was clean and hygienic. The service had designated cleaners. All staff had received Covid-19 related supervision and had access to appropriate support to manage their wellbeing should it be required.

During the inspection, the manager created a policy around the national COVID-19 vaccination programme and a comprehensive risk assessment when staff or residents may decline the offer of a vaccine. Staff and residents were encouraged to participate and were supported appropriately.

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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Broadfield House Home for Older People

## **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 14 May 2020 and was announced. It was announced because it occurred during the COVID-19 pandemic and checks were made at the service before inspection to ensure it was safe to proceed.

# 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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.