

Bupa Care Homes (BNH) Limited

Dene Place Care Home

Inspection report

Ripley Lane
West Horsley
Surrey
KT24 6JW

Tel: 01483282733

Date of inspection visit:
12 November 2020

Date of publication:
27 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Dene Place Care Home is a residential home registered to provide nursing and personal care for up to 30 people. Support is provided to older people and people living with dementia. At the time of inspection there were 21 people living at the home.

We found the following examples of good practice.

There was a visitor booking system in place to manage the number of people coming to the home and to stagger visits. Visitors were required to wear personal protective equipment (PPE) supplied by the service and to have their temperature checked before entry. Meeting places were cleaned between visits.

If people living at the home tested positive for COVID-19 they were allocated specific staff to provide care and support. Some staff had temporarily moved in to the home in order to provide dedicated care to people who needed to isolate. The deputy manager had identified five separate zones in the home and planned to allocate separate staff teams to these zones if necessary.

People moving in to the home were supported to isolate. People's personal belongings could be quarantined at the home before moving in. Allocated staff spent time getting to know new people, providing reassurance and information during the period of isolation.

Clear face masks were provided for people who found it difficult to recognise visitors wearing cloth masks or who needed to see facial expressions and lip movements to communicate.

Cleaning activity had increased around the home with an increased focus on high use areas. Disinfectant wipes were being used and disposed of as clinical waste.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Dene Place 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 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 12 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.