

Dial House Care Limited

Dial House Nursing and Residential Home

Inspection report

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08 April 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

Dial House Nursing and Residential Care Home provides support to older people and younger adults who are living with dementia, mental health, a physical disability or a sensory impairment. At the time of inspection there were 35 people living at the service.

We found the following examples of good practice.

The registered manager had a clear visiting procedure in place, and this was reviewed in line with government guidelines. People had been asked to name one visitor for indoor visiting, and on arrival to the home, the visitor undertook a series of checks which included: a health declaration, temperature check and a rapid COVID-19 test prior to entry.

The registered manager told us that planned garden, window and screened visits continued for people to have further contact with those who were important to them. This was in addition to supported telephone and video calls which provided additional communication opportunities.

Health and Social Care Professionals and visiting contractors were also requested to undertake a series of checks in line with current requirements before entering the home.

The registered manager told us that a 'COVID-19 co-ordinator role' had been developed in response to the pandemic. The role allowed for focused oversight of routine testing, staff training, information sharing and health promotion which had proved beneficial for people living at the service.

Staff had a good supply of personal protective equipment (PPE), and this was monitored by a named employee. Staff were observed to be wearing PPE appropriately and where required. Additional staff breaks were encouraged by the registered manager in response to PPE associated fatigue.

The care home appeared clean, fresh and well ventilated on the day of inspection.

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

Dial House Nursing and Residential 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 8 April 2021 and was announced. The inspection was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks.

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.