

Bupa Care Homes (BNH) Limited

Croft House Care Home

Inspection report

Braintree Road
Great Dunmow
Essex
CM6 1HR

Tel: 01371868550

Date of inspection visit:
05 February 2021

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24 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

Croft House Care Home provides accommodation and nursing care for up to 38 older people including people living with dementia. Care is provided across two floors with communal lounge and dining areas. At the time of the inspection 26 people were living in the service.

We found the following examples of good practice.

People were supported to stay in regular contact with friends and family through video and telephone calls. The provider sent a weekly email to relatives to ensure they were updated on what was happening in the service.

There was clear signage throughout the service to provide guidance for staff and visitors. This included 'High Touch' stickers on areas which needed regular cleaning and reminders regarding social distancing and COVID-19 testing processes.

Personal Protective Equipment (PPE) stations were located at regular intervals throughout the service. These were clearly signposted and contained supplies of aprons, gloves and masks for staff to use when supporting people.

Designated staff had taken on the role of infection prevention and control champions. The selected staff received additional training and shared information with the rest of the staff team to ensure infection prevention and control guidelines were followed appropriately.

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

Croft House 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 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 5 February 2021 and was announced.

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 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.