

Bestcare Ltd

Vishram Ghar

Inspection report

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18 November 2020

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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

Vishram Ghar accommodates up to 44 older people across two separate units, each of which have separate adapted facilities. The first unit supports people who require long-term care, some of who were living with dementia. At the time of our inspection there were 20 people using the service. The second unit specialises in providing short term care to people who are under assessment following illness, injury or hospital discharge. There were no people using this unit at the time of the inspection.

Overall the environment was good and was well maintained. There were some areas of the service that required improvement. The provider was in the process of building a new laundry facility as the current laundry was not fit for purpose. There were other minor areas that required decoration and sealing to prevent the ingress of fluids and the potential for cross contamination. This compromised infection control measures and the effectiveness of cleaning, which meant this could contribute to the spread of infection to people and staff.

Quality assurance audits undertaken by the provider, were not effective in identifying the shortfalls found during the inspection. We were not fully assured that this service met good infection prevention and control guidelines.

We found the following examples of good practice.

- Care staff regularly tested people for signs and symptoms of COVID-19 and isolated people when required. The provider participated in regular Covid-19 testing of people living in the service and staff. That ensured action could be taken swiftly to reduce the potential spread of infection if a positive test was returned.
- Domestic staff had a thorough programme of cleaning and disinfection to deter cross infection and cross contamination within the home. Areas were cleaned and disinfected with cleaning products approved to reduce the potential transfer of infection
- The provider ensured plentiful supplies of personal protective equipment (PPE). This included face masks and aprons and we saw staff used these appropriately. Staff were encouraged to change their PPE regularly. Used PPE was disposed of in special foot operated pedal bins situated throughout the home which reduced the potential for transfer of infection.
- Staff encouraged people to wash their hands frequently throughout the day. Where this was not possible, hand sanitiser was offered as a means to reduce the transfer of infection.
- Risk assessments had been completed to protect people and any staff who may be at a higher risk of contracting Covid-19, measures were in place to support them. Staff were supported by the option of contacting a staff member for their personal wellbeing. The provider had appointed a member of staff to coordinate the wellbeing of all the people in the homes, their relatives and staff in all the company locations.
- Staff worked in set teams with staff working in defined areas, which lessened the potential of cross infection within shift members.

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?

This review was undertaken in response to concerns received in regards to infection prevention and control.

We were not fully assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Vishram Ghar

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 18 November 2020 and was unannounced.

Is the service safe?

Our findings

- 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 making sure infection outbreaks can be effectively managed.
- We were assured that the provider's infection prevention and control policy was up to date.

We have also signposted the provider to resources to develop their approach.