

Colten Care (1993) Limited Braemar Lodge

Inspection report

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21 January 2022

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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

Braemar Lodge is a nursing home providing personal and nursing care for up to 54 people aged 65 and over. At the time of the inspection 41 people were living at the home.

On the day of the inspection the provider's visiting policy was not in line with current Government guidance. Visits were time restricted and visitors under the age of 18 and those who had not been fully vaccinated and received the booster vaccination were unable to enter the home. We spoke with two people using the service and five relatives about their views on the visiting policy. Everybody we spoke with said they did not feel the policy was having a negative impact on them and they were able to maintain contact with friends and relatives. Following our visit, we had further contact with the manager regarding visiting arrangements. The manager informed us the provider was making changes to their visiting policy, which we were provided with. The latest policy was in line with government visiting guidance for care homes.

We found the following examples of good practice.

The service had introduced measures to prevent visitors from catching and spreading infections. Visitors were screened for COVID-19 and were provided with personal protective equipment (PPE).

Staff had received training on infection prevention and control measures and how to use PPE safely. PPE was available to staff throughout the service and staff were seen using it effectively.

Additional cleaning measures had been introduced in the home. All areas of the home were clean.

COVID-19 testing was being carried out for people using the service and staff in line with the latest guidance.

The provider had effective systems in place to check staff and professional visitors were vaccinated against COVID-19.

The provider had updated their infection prevention and control policy to reflect the COVID-19 pandemic and additional measures that had been introduced.

Rooms had been repurposed to enable staff to have a designated changing room space. The service laundered staff uniforms on site.

When people needed to isolate in their bedrooms, they were provided with a daily newspaper and a tablet device to enable them to video call their families. Staff provided support for people to use this technology when needed.

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

Braemar Lodge

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 visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 21 January 2022 and was announced. We gave the service 24 notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- On the day of the inspection the provider's visiting policy was not in line with current Government guidance. At the time of the inspection we found this was having no impact on people using the service or their visitors. Following our visit, we had further contact with the manager regarding visiting arrangements. The manager informed us the provider was making changes to their visiting policy in line with current Government guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.