

Anchor Hanover Group

Bluegrove House

Inspection report

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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

Bluegrove House is a purpose-built care home registered to accommodate up to 48 older people with physical frailties and/or people living with dementia. People were supported to meet their needs in relation to their physical frailty and/or dementia. The premises consisted of three floors with en-suite bedrooms and a range of communal areas. There were 38 people using the service at the time of this inspection.

We found the following examples of good practice.

- People who used the service were supported to maintain contact with their relatives and friends, which included face to face visits. The provider had created a visiting 'pod' as part of its actions to facilitate safe visiting that reduced the risk of infection. Clear information was provided for people and their visitors to enable them to follow the provider's visiting procedures, for example the need for visitors to demonstrate a current negative Lateral Flow Device (LFD) test and answer relevant questions about their health before they were permitted to meet up with their family member.
- The provider had an assigned area for donning and doffing of Personal Protective Equipment (PPE). Staff were observed to be properly wearing their PPE and confirmed there were plentiful supplies of PPE, including suitable products which could be obtained for staff with specific allergies. Posters were displayed to remind people, staff and visitors about correct hand washing protocols. Staff had received infection prevention and control (IPC) training from the provider, which included training developed by a local health partner organisation.
- The registered manager demonstrated a comprehensive understanding of their responsibilities and had worked closely with local health and social services to manage a COVID-19 outbreak prior to this inspection visit. Systems were in place for the regular testing of people who used the service, staff, essential carers and visitors. The premises were hygienically maintained.
- There were beneficial practices in place to support the wellbeing of people and staff during the pandemic. 'Isolation care plans' were developed for people who had to isolate in their bedrooms. These plans contained individual guidance for staff that was tailored to people's needs, interests and wishes. For example, if people liked to read a daily newspaper, do jigsaw puzzles or play board games with staff, and whether they wished to use a telephone or other electronic device to keep in touch with relatives. The provider had an established welfare scheme for employees which offered telephone support when they were unwell and away from work, as well as support when staff returned to Bluegrove House. For example, a phased return to work or the allocation of lighter duties.

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

Bluegrove House

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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 28 February 2022 and was announced. We gave the service 24 hours' 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.

The service supported people to receive visits from their relatives and friends, in line with government guidance. There was visiting 'pod' within the premises and clear arrangements to promote the safety of people and their visitors when visits took place.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.