

Friends of the Elderly

The Bernard Sunley Nursing and Dementia Care Home

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

The Bernard Sunley Nursing and Dementia Care Home is a care home in Woking providing residential and nursing care to people with a range of health and physical support needs, including people who live with dementia. The home can provide care to up to 62 people. At the time of the inspection, 36 people lived in the home.

We found the following examples of good practice.

The provider took a range of positive steps to enable people to have visitors in line with the national guidance. For example, staff rearranged one of the rooms for a visitor testing and screening area with direct entry from the car park. Another room was equipped with safety screens and intercom to allow additional non-contact visits. The management also took additional steps to facilitate safe garden visits in good weather and there was clear signage and guidance for visitors.

The provider made environmental changes in the home to ensure effective infection prevention and control (IPC) and to support people's wellbeing. Staff created additional seating and sensory areas in the garden surrounding the building where people could enjoy activities and socialise outdoors. The provider purchased specialist equipment to disinfect the indoor spaces and we saw an allocated member of staff did this regularly. The management increased the availability of the hand disinfecting gel around the building, a mobile handwashing sink was purchased for garden visits and there was plenty of the required personal protective equipment (PPE) available for staff around the home. We saw staff wearing PPE correctly.

The management and nursing team successfully followed safe outbreak management plans when people tested positive for COVID-19. Staff adhered to strict IPC protocols and the management implemented effective zoning of the service and cohorting of staff which prevented the infection from spreading further. Staff told us they felt supported by the management and senior nursing staff and were provided with reminders on how to keep safe, how to observe good IPC practice or how to access wellbeing support if they needed it. Staff who fell ill with COVID-19 told us they were supported by the management throughout their self-isolation, for example by having regular contact with the registered manager.

Staff had access to regular testing as per the national testing program and were encouraged to come forward for COVID-19 vaccinations. The registered manager took into consideration staff's equality and diversity needs and consulted with the NHS to bring forward the second dose vaccination appointments. This was to support staff so any possible side effects would not negatively impact their ability to practice their religion.

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

The Bernard Sunley Nursing and Dementia 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 26 March 2021 and was announced.

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's infection prevention and control policy was up to date.
- We were somewhat assured that the provider was making sure infection outbreaks could be effectively prevented or managed. The registered manager reviewed the service staffing risk assessment and policies in line with the national guidance and had clear plans in place for any COVID-19 outbreaks. These plans proved to be effective in preventing the spread of the infection. However, some arrangements needed further assessment following the recently updated government guidance on workforce movement. The registered manager was in the process of re-assessing these arrangements with the help of the provider.

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