

Mr Charles Otter

# Cranhill Nursing Home

## Inspection report

Weston Road  
Bath  
Somerset  
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26 April 2021

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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

### About the service

Cranhill Nursing Home is a care home and was providing personal and nursing care to 21 people aged 65 and over at the time of the inspection. The service can support up to 31 people.

Cranhill Nursing Home is laid out over four floors, stairs and a lift can be used to access each floor. There is a communal lounge adjacent to the entrance and further communal seating can be found in the sitting room, there is one dining area available on the ground floor. The service provides outside space in the form of a large lawn and patio. The registered manager's office can be found on the ground floor to the back of the home.

We found the following examples of good practice.

People were protected from the risk of infection. Since our last inspection, the provider had made sufficient improvements and was no longer in breach of regulations. Improvements included the replacement of flooring in communal toilets and bathrooms and new splashbacks in the sluice. Additional cleaning staff were rostered to ensure cleaning staff worked Saturday and Sunday each week.

The registered manager had identified that pipework in the home was exposed and had implemented a plan for commencement and completion of the work.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Inspected but not rated

**Inspected but not rated**

# Cranhill Nursing 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 COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. At our last inspection we identified a breach of Regulation 12 Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in relation to infection prevention and control practices in the service. This was a targeted inspection to check whether the provider had met the requirements of that breach.

This inspection took place on 26 April 2021 and was unannounced.

# Is the service safe?

## Our findings

The purpose of this inspection was to check the provider had met requirements of the breach of Regulation 12 Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We will assess all of the key question at the next comprehensive inspection of the service.

S5 How well are people protected by the prevention and control of infection?

- At our last inspection, we found the service failed to consistently identify and manage potential infection risks and was in breach of regulation. At this inspection, we found enough improvement had been made and the provider was no longer in breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
  - At this inspection, we found improvements had been made to the sluice, including replacing poorly maintained cupboards and work surfaces with new stainless-steel versions. This meant these items could now be cleaned effectively. The registered manager had also planned for the maintenance person to re-paint the sluice within an agreed timescale.
  - At our last inspection, we identified floor coverings in three toilets, a bathroom, laundry room and sluice posed an infection risk because they were not intact and could not be cleaned effectively. At this inspection, we found the floor coverings had been replaced and no longer posed a risk from cross-contamination.
  - In response to findings at our last inspection, the registered manager had increased days that cleaning staff worked in the home. Dedicated cleaning staff now worked Saturday and Sunday each week. A cleaning schedule for each area of the home had been introduced and staff were responsible for updating the record to show tasks had been completed. The registered manager maintained oversight of the records and said they had noticed an improvement in the cleanliness of the service.
  - At the last inspection, we observed two staff members wearing their person protective equipment (PPE) incorrectly. The registered manager had made changes to ensure staff wore their PPE correctly at all times, including placing a PPE station adjacent to the entrance so stocks were more easily accessible. Additional training on the application and removal of PPE had also been undertaken with most staff in the home. During this inspection, we observed all staff wearing their PPE correctly.
  - The registered manager had reviewed and updated the service's infection prevention and control policy and questionnaires completed by visitors to the home.
  - The registered manager had identified that exposed pipes in the service posed a risk of infection as cleaning may not always be effective. A schedule was in place to ensure all exposed pipes would be boxed in and the plan included dates for completion.
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- 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.