

Bupa Care Homes (BNH) Limited

Kilfillan House Care Home

Inspection report

Graemesdyke Road
Berkhamsted
Hertfordshire
HP4 3LZ

Tel: 01442877115

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12 August 2020

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27 August 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Kilfillan House Care Home is a 'care home' providing accommodation, nursing and personal care. It is registered to provide a service for up to 30 people.

We found the following examples of good practice.

- The service was receiving visitors to the service with robust infection control procedures in place. Visits were by appointment only, with times allocated to avoid potential infection transmission with other visitors. Visitors were provided with a designated preparation area on arrival in which they were provided with guidance and personal protective equipment (PPE). Visits were conducted in a separate designated area where social distancing could be maintained, with an additional Perspex screen between people and their visitor. Staff were available to facilitate and support all visits to ensure safety.
- The service had taken steps to alleviate feelings of loneliness or isolation being experienced by people. The provider had activated all telephone lines into people's bedrooms with any usual fees waived, provided additional mobile phones and staff had supported telephone calls and videos calls with family and friends.
- The provider had developed a robust package of policies, procedures and guidance for locations which the registered manager had successfully implemented at the location.
- Risks to people and staff in relation to their health, safety and wellbeing had been thoroughly assessed. Staff were being provided with additional support by the provider which included a wellbeing service, access to additional employee benefits and financial assistance.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Kilfillan House 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 12 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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 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.