

Berkeley Health Care Limited

Newlands Nursing Care Centre

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

Newlands Nursing Care Centre is registered to provide accommodation and personal care to 25 older people some who require nursing care. The service is also registered to provide personal care to people living in their own accommodation, including apartments and cottages based on the grounds of Newlands Nursing Care Centre.

People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. For this Infection Prevention and Control review we focused on the care home aspect of the service, however the service has a community approach which meant we discussed how the whole service is managing during the Covid-19 pandemic.

Newlands Nursing Care Centre can accommodate up to 25 older people, people living with dementia. At the time of our inspection 13 people were living or receiving respite care in the nursing home. The service also provided care and wellbeing support to people living in apartments (which were adjoined to the home), in cottages on the site and for three people in the local community.

There was a range of communal areas people could use, including a restaurant, library, bistro area and a large lounge and dining room area. There was a large mezzanine area people could enjoy as well as the home's grounds. The provider and registered manager offered people living in the apartments and in the cottages a choice to join the home's shielding 'bubble'. People living in the apartments chose to shield alongside the care home, whilst people living in the cottages chose to shield independently.

We found the following examples of good practice at Newlands Nursing Care Centre.

- The registered manager ensured staff had access to appropriate personal protective equipment (PPE). Arrangements had been made to ensure there was appropriate PPE to care for people who may have symptoms and require support to self-isolate.
- The registered manager had implemented risk management processes for staff when starting their shift and when leaving. Staff temperatures were recorded, and staff had a designated changing and washing area. Staff understood the reason for these processes and spoke positively about following them. All bar one member of staff at Newlands Nursing Care Centre solely worked at this home. The registered manager had carried out appropriate risk assessments where staff worked in other employment to enable them to take appropriate action.
- The registered manager worked proactively with healthcare professionals. They had weekly support from people's GP and the GP visited the service in person when required.

- People were supported with a tailored activities programme, which included support to interact with their loved ones remotely. People spoke positively about their life within the home. People were supported to enjoy special events with people living in their cottages using social distancing. People living in the apartments had chosen to be in the same social bubble as people living in the home. People living in the cottages received support with wellbeing calls, to order a take away and where necessary, support with their care needs.
- The registered manager worked with people's relatives to ensure socially distanced visits could work whilst protecting people who were vulnerable. A special visiting room had been created, which supported safe visiting. Visits had been suspended following recent local health recommendations, the registered manager had sought advice regarding this recommendation and had acted accordingly.
- The registered manager had implemented robust systems to ensure there was clear oversight in relation to infection prevention and control. The registered manager and deputy manager ensured staff adhered to national guidance on PPE. There were comprehensive infection control audits and cleaning schedules in place to ensure the home remained clean and free from infection.
- The registered manager had ensured that all information and guidance, in relation to COVID19 was taken onboard. They spoke positively about summarising this information and providing staff with the key information they required.

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

Newlands Nursing Care Centre

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. While we focused on the care home as part of this review, the service was part of a wider community, which were also discussed as part of this review.

This inspection took place on 27 October 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

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

- We were assured that the provider and registered manager was preventing visitors from catching and spreading infections.
- We were assured that the provider and registered manager was meeting shielding and social distancing rules.
- We were assured that the provider and registered manager was admitting people safely to the service.
- We were assured that the provider and registered manager ensured staff were using PPE effectively and safely.
- We were assured that the provider and registered manager was accessing testing for people using the service and staff.
- We were assured that the provider and registered manager was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider and registered manager 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.