

Benslow Management Company Limited

Benslow Nursing Home

Inspection report

Benslow Rise
Hitchin
Hertfordshire
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Date of inspection visit:
26 January 2021

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01 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Benslow Nursing Home is a 'care home' providing accommodation, personal and nursing care. It is registered to provide a service for up to 28 people. The service was supporting 26 people at the time of the visit.

We found the following examples of good practice.

- Staff told us that people were spending more time with people when supporting them with care tasks and they ensured they had something to occupy them while spending time isolating in their rooms.
- The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID-19.
- People and staff who were in the higher risk groups had risk assessments completed.
- When people tested positive for COVID-19 they had to isolate in their rooms, for a set period of time. Staff were clear on what it meant to isolate and what symptoms of COVID-19 to look out for.
- Staff had received training on donning and doffing personal protective equipment (PPE), infection control and COVID-19. They told us they felt very supported and had enough information to do their jobs safely.
- Information was displayed on entering bedrooms about people's dietary needs for quick reference when agency staff were supporting the service.

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?

Further information is in the detailed findings below.

Inspected but not rated

Benslow 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

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

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's infection prevention and control policy was up to date.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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 promoting safety through the layout and hygiene practices of the premises.
- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. However, they did not take our temperature when we arrived at the service. The person in charge acknowledge they should have checked this and stated they normally would.
- We were somewhat assured that the provider was using PPE effectively and safely. However, we noted that one staff member had their mask under their nose when observed twice. The person in charge addressed this immediately when we raised it.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. However, bedroom doors of those positive of COVID-19 were open which increased the risk of transmission. The provider was completing risk assessments and reviewing this following the inspection.

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