

St Benedicts Nursing Home Limited

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Inspection report

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09 March 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

St Benedicts Nursing Home is a care home that provides personal and nursing care for up to 60 people, including people living with dementia. At the time of inspection, 54 people were using the service. Accommodation is arranged over four floors, and divided into two main areas, The Vicarage and The Deanery units.

We found the following examples of good practice.

Safe practices were in place to support visits to the care home. Visitors were greeted on arrival. Guidance was displayed at each entrance. Visitors were required to have their temperature checked and to confirm their current health status. They were asked to clean their hands and supported to put on the personal protective equipment (PPE) provided. This included aprons, masks and gloves. Visitors were also required to undertake a COVID lateral flow test (LFT) and wait for the result, before they started their visit.

In addition to bedroom visits, if assessed as safe and appropriate, two visiting areas were available. A bedroom had been reallocated to create a visiting 'pod,' and a COVID testing area. The other was a room off a main lounge area with direct access from outside. Visits were planned and booked in advance with intervals between visits for staff to clean the visiting areas.

The operations manager communicated changes and provided updates for relatives on a regular basis. For example, in response to a recent government announcement regarding visits to care homes, they wrote to all relatives. They provided clear guidance and set out the care home expectations, so relatives would know clearly how the changes would be implemented. The clinical lead had reassessed people living in the home and their individual visiting care plans had been updated.

People were also supported to keep in touch with relatives in ways that were meaningful to them, by phone and video calls. This was in addition to other group and individual activities, facilitated by the two activity coordinators. The home was calm, and we saw people were actively engaged and occupied during our inspection.

Isolating, cohorting and zoning plans were used to manage the spread of infection. This meant people could be safely isolated, with a dedicated and consistent small team of staff to support them. In the event of an outbreak occurring, 'zoned' areas had been identified that could be separated from other parts of the home. People newly admitted to the home were isolated for 14 days.

For people in the care home who were living with dementia, it was not always possible to achieve social distancing. The clinical lead told us they tried to mitigate the risks of the spread of infection, with enhanced cleaning of frequently used surfaces. Cleaning schedules and records were completed by the housekeeping team.

A regular programme of testing for staff and people who used the service, was in place. In addition, over 90% staff and people who used the service had received at least one dose of the COVID vaccine.

Staff had received Infection Prevention and Control training. Staff compliance with required cleaning practices and use of PPE was monitored on each shift by designated members of staff. Regular audits and checks were completed by the management team. We saw evidence of actions taken in response to non-compliance. Policies, procedures and risk assessments related to COVID were detailed and up to date. This all supported staff to keep people safe.

The clinical lead spoke positively about the support and guidance they had received from the Local Authority and CCG support teams and the GP practice. They also told us their staff team had been 'amazing' and had worked incredibly well since the onset of the pandemic. Staff were given the opportunity to express any fears or concerns and were supported to take 'time out' if needed. They were also provided with periodic financial bonuses, in recognition of their commitment and dedication to the care home.

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

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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 9 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 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.