

TLC Care(UK) Limited

Briarcroft Care Home

Inspection report

Dawlish Road
Teignmouth
Devon
TQ14 8TG

Tel: 01626774681
Website: www.briarcroftcarehome.co.uk

Date of inspection visit:
19 January 2022

Date of publication:
02 February 2022

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	--------------------------------

Summary of findings

Overall summary

Briarcroft is a care home without nursing care for up to 21 people. Most people living at the service were living with dementia. The service is an adapted building over two floors. During the pandemic the providers had installed an additional small kitchen in the downstairs area in case they needed to sue zoning for people who were positive being separated from those who tested negative.

We found the following examples of good practice.

Staff had ongoing training in infection control and effective use of personal protective equipment (PPE). They had an accessible file to refer to with all policies and the latest up to date guidance on testing, visiting and rules in relation to being positive for COVID-19.

There were clear guidelines and checklists to ensure cleaning was completed to a high standard. This included touch points having additional cleaning throughout the day. Furniture in communal areas had been replaced with wipe clean fabric furniture to ensure all chairs and seating could be cleaned daily.

The service had followed government guidelines in respect of visiting. They had a conservatory where families could meet their relatives if they wished. People living at the service were unable to give their views on whether they had seen their relatives frequently. We spoke with five relative who confirmed processes were in line with government guidelines. One relative said "They have done their best to keep people safe and balance the need for them to see us. When we were unable to visit they were very good with video and phone calls, regular newsletters and setting up a Facebook page."

Staff were seen to wear PPE at all times and relatives said their observations were that staff wore masks at all times.

The service had developed a good testing regime for people, staff and visitors. They had a record of all staffs vaccinations to show they were compliant with this being a condition of employment. Similarly, they had a process in place to check any visiting professionals had been vaccinated and were testing for COVID-19.

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

Briarcroft 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.

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 19 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.