

Minster Care Management Limited

Broadgate Care Home

Inspection report

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02 February 2022

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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

Broadgate Care Home is a residential care home that provides personal and nursing care to up to 40 people. At the time of the inspection the home was supporting 25 people aged 18 and over.

We found the following examples of good practice.

Comprehensive checks were in place for all visitors upon arrival at reception to reduce the risk of transmission. Relatives and friends received clear communication from the Registered Manager regarding processes for visiting which were in line with current guidance. Alternative arrangements were in place as at the time of the inspection the home had an active COVID-19 outbreak.

People had been supported to go out into the community safely. For people who were unable to maintain social distancing or isolation risk assessments were completed and mitigation measures were adopted to reduce the risk of infection and transmission. Contingency plans were in place for cohorting and zoning if required.

The provider had processes in place to admit people safely from other services or from the community. The Registered Manager had kept up to date on the changes to admission guidance to ensure they were following best practice.

There were specific areas throughout the home for staff to don, doff and dispose of their PPE safely. Staff were observed to be following current guidance on the level of PPE to be wearing.

The Registered Manager had an organised system for ensuring all staff and people accessed regular testing and for tracking relevant dates following a positive test result.

Staff well being had been supported, the Registered manager had repurposed a lounge area to allow staff a larger area in which to have their breaks.

Infection risks had been thoroughly assessed and managed well. People were supported to access vaccinations. The Registered Manager was assured all staff met the COVID-19 vaccination requirements and had a tracker in place to evidence they had.

The home had made a number of changes since the last audit to improve infection control within the home and have a comprehensive contingency plan in place.

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

Broadgate 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 2 February 2022 and was unannounced.

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.

Visiting in care homes

- People were supported to receive visitors in a safe manner in line with current guidance. They were offered various options of visits such as in their room, in a pod, in the garden or via video calling.

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.