

Bupa Care Homes (ANS) Limited

The Goldbridge

Inspection report

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31 January 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

The Goldbridge is a 64 bedded, purpose built, residential service registered to provide accommodation and personal or nursing care to older people with various health conditions, including dementia, frailty, and sensory impairment. The service provides long-term, short-term and respite care. There were 59 people living at the service on the day of our inspection.

We found the following examples of good practice:

The provider ensured flexibility in how the service was run in order to meet people's needs. For example, over the Christmas period people had a choice of either having relatives visit them within the home or people could go and visit their families. The management team ensured all measures, such as COVID-19 testing, followed government guidance. They also increased staffing levels to make this happen.

The provider assessed people's individual needs, including their communication needs. The management team ensured staff had access to transparent visors which they could wear when supporting people who found it difficult or distressing to communicate with staff wearing standard face masks.

The design and layout of the premises enabled effective social distancing. People's rooms had en-suite showers; there were two corridors per floor and there were wide corridors. Since the onset of the COVID-19 pandemic, the provider had installed a 'pod' to facilitate remote alternatives to face to face visits, when necessary or preferred.

The provider's approach to facilitating safe visiting aligned to government guidance and was risk assessment based. Where people's relatives opted for an essential caregiver status, they, as well as the relatives of people receiving end of life care, had unrestricted access to see their loved ones. The management team kept people's families updated with any changes and updates including the changes to visiting arrangements.

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.

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The Goldbridge

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 31 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.

Visiting in care homes

The provider's approach to facilitating safe visiting aligned to government guidance and was risk assessment based. Where people's relatives opted for an essential caregiver status, they, as well as the relatives of people receiving end of life care, had unrestricted access to see their loved ones. The management team kept people's families updated with any changes and updates including the changes to visiting arrangements.

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.