

Bupa Care Homes (ANS) Limited

The Sidcup Care Home

Inspection report

2-8 Hatherley Road
Sidcup
Kent
DA14 4BG

Tel: 02083007711

Date of inspection visit:
07 February 2022

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28 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

The Sidcup Care Home provides accommodation and nursing care for up to 100 people living on three floors in one adapted building. There were 75 people using the service at the time of our inspection.

We found the following examples of good practice.

All staff had received training on COVID-19, infection control and the use of personal protective equipment (PPE). We observed staff wearing appropriate PPE throughout our visit on all floors. The provider told us they had access to sufficient supplies of PPE equipment. The home was very clean throughout. The home had a dedicated housekeeping team and staff also carried out extra cleaning of higher infection risk points such as handrails.

When people or staff showed symptoms of COVID-19 they were supported to self-isolate. Admissions policies and practice followed current guidance.

There were processes to reduce the risk of infection on entry to the home. The provider screened all visitors for symptoms of acute respiratory infection before they entered the home. Visiting professionals and contractors were also required to show proof of vaccination before they entered the home in line with guidance.

We observed visitors were supported with screening, testing and following the government's guidance on hand sanitising and wearing personal protective equipment (PPE) before entering the home.

The provider was working closely with the GP, health care professionals, the Clinical Commissioning Group (CCG), the Local Authority Commissioning Team and Public Health England throughout the pandemic. The registered manager and clinical lead commented on how supportive the local authority, health professionals and the local public health team had been during the pandemic.

The provider had a COVID-19 specific policy, risk assessments and contingency plans in place to support staff. These were revised promptly, as government guidance changed, to ensure staff had up to date guidance throughout the COVID-19 pandemic.

There were enough staff to meet people's needs. Where required dedicated agency staff were block booked to ensure they only worked at The Sidcup Care Home. The provider carried out checks on agency staff to make sure they had received training on infection control and they had been fully vaccinated. Agency staff were required to take part in the staff testing regime. Staff worked only on specific units to reduce the risk of infection spreading.

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

The Sidcup 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 07 February 2022 and was announced. We gave the service 48 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.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

The home was open to visitors in line with current guidance. The registered manager told us they encouraged visiting and we observed a number of families visiting their loved ones. There was a process to identify and support essential care givers. Visitors arriving at the home were screened, provided with PPE and showed evidence of testing. There were also facilities for visitor testing.