

Hazelwood Care Limited

# Bywell House Care Home

## Inspection report

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10 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

Bywell House Care Home is a residential care home that provides accommodation and personal care for people living with dementia and other health conditions. At the time of the inspection, there were 20 people living at the home, and no vacancies.

We found the following examples of good practice.

At the time of the inspection, the home was closed to visitors because of an outbreak of COVID-19, with the exception of health and social care professionals who were providing support to people and staff. When the home re-opened, visitors would be required to undertake a lateral flow device test and receive a negative result before being allowed in. Temperature checks, handwashing with alcohol gel and the vaccination status of professionals were all reviewed to protect people from the risk of infection. Visitors were required to wear personal protective equipment when entering the home.

All staff working at the home had been fully vaccinated and completed daily lateral flow device tests before coming to work. They had been trained in the donning and doffing of personal protective equipment and the use of this when providing care to people.

Regular testing for COVID-19 for people and staff helped to prevent the risk of the spread of infection. The majority of people did not understand the concept of social distancing, and the layout of the home meant that people were in close contact with each other in communal areas. Risks had been assessed and identified and measures were taken to mitigate the risk of serious infection. A machine had been purchased that could be used to thoroughly clean parts of the home; this sprayed a fine mist that helped to disinfect and sanitise the premises. The home was well-ventilated, clean and hygienic.

The registered manager had a clear understanding of current government guidance with regard to the management of COVID-19, and the provider's policies reflected this guidance.

## 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**

# Bywell House 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 10 February 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.

### Visiting in care homes

The provider followed government guidance and visits to the home by relatives and friends were arranged by appointment.

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.