

## Bellfield Home Care Home Service

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Banchory  
AB31 5XH

Telephone: 01330 822692

**Type of inspection:**  
Unannounced

**Completed on:**  
8 September 2020

**Service provided by:**  
Church of Scotland Trading as  
Crossreach

**Service provider number:**  
SP2004005785

**Service no:**  
CS2003000267

## About the service

The service is owned and managed by the Church of Scotland Trading as Crossreach to provide a care service to a maximum of 34 older people.

Bellfield Home is a traditionally-built home set in its own grounds in the centre of Banchory, Aberdeenshire. The home has lounge areas, a conservatory and a very large paved outdoor seating area to the rear of the building overlooking the hills. The paved garden area is fully enclosed with a variety of raised flower beds and planters. They also have a summer house to the side of the front of the building used as a café or sitting area for residents and their friends.

The service employs a team of care, domestic and catering staff with varying degrees of skills, expertise, and qualifications. The service aims to provide individual support to each person in order that life is fulfilling and rewarding. It also aims to provide an environment that promotes respect and acceptance for each other and a service that is open and transparent in all that it does.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

This was a focused inspection to evaluate how well people were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic.

This inspection was carried out by two inspectors from the Care Inspectorate.

## What people told us

We spoke to some residents during our inspection and people told us they were happy, the food was good and they liked being with the staff.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our care and support during the COVID-19 pandemic?

4 - Good

### 7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic.

We found that people who used the service were being well cared for in a homely environment. We saw that people's rights were respected and they were treated with dignity and respect. We observed warm and compassionate interactions between staff and residents. It was clear that staff and residents knew each other well. The people we spoke with told us that they were happy with their care. The needs and wishes of people were clearly reflected in the care plans. This meant that people received consistently high levels of individualised care.

People's care and support plans were being reviewed and kept up to date during the pandemic. Their thoughts and wishes for their care and treatment at the end of their life were clearly detailed. Systems were in place to update families regarding their relative's care and to relieve any concerns or worries they may have. This meant that people's health care needs were being met.

People were being supported to keep in touch with their families and loved ones using computers, video calls and phone calls. This is important for their wellbeing and helping to maintain relationships. Garden visits were taking place and staff told us this was very important for the people supported as well as the families.

There was a good range of activities in the home which included supporting people to keep physically active. People who stayed in their rooms were regularly visited by staff to meet not only their personal care needs but also their social needs.

Staff compassionately and appropriately supported people to maintain social distance from each other. We spoke with professionals from healthcare who were in contact with the service. They were very positive about how people were supported. They said the service looked after people very well and had coped with the COVID-19 situation extremely well.

### 7.2 Infection control practices support a safe environment for both people experiencing care and staff.

The service had enhanced their cleaning schedules, paying attention to areas that were frequently touched. This helped reduce the spread of infection which, in turn, helped to keep people safe. We found the home and equipment, within it, to be clean and in a good state of repair. The housekeeping staff were knowledgeable about the cleaning products and the schedules for using them. Care staff also had a good knowledge of what they could do to minimise risk. There was a waste contract with a specialist company which further ensured good infection control.

We found that personal protective equipment (PPE) was readily available and staff wore appropriate PPE to keep people safe. Handwashing facilities and hand sanitiser were available throughout the home. The communal areas around the home had been adapted for the purposes of social distancing. This contributed to ensuring that any possible infection was being minimised.

We felt that some of the processes and practices could be further enhanced to ensure infection control principles continued to be fully maintained. For example, further decluttering of some areas of the home,

formalising the auditing process and reviewing the storage of PPE would help ensure that Infection Control Principles continue to be fully maintained. We discussed these with the deputy manager who acted promptly, to begin putting appropriate systems in place. (Please see area of improvement 1.)

## 7.3 Staffing arrangements are responsive to the changing needs of people experiencing care.

We found that there were ample staff to respond to the needs of individuals. Staff engaged with residents who responded positively, appearing relaxed and contented. The service had worked hard to overcome hurdles that had emerged at the beginning of the pandemic and we found that there was strong and effective teamwork. Communication among the team had been strengthened and staff told us that they felt well supported by management. This contributed positively to staff feeling enabled and supported to be innovative and suggest ideas.

Staff demonstrated a good understanding of social distancing and, where possible, they avoided close contact with colleagues and the people they supported. We were pleased to see that the service had worked hard to support service users to social distance also and had made use of the small, quieter areas within the home to ensure safe living.

All staff had received training on infection prevention control, COVID-19 and the use of PPE. This meant that people were receiving support from staff who knew how to reduce the risks of spreading infection within the Home.

## Areas for improvement

1. In order to improve the provision for the health, welfare and safety of residents, the management team should:

- (a) review the storage and location of personal protective equipment to reduce any potential risk of cross contamination;
- (b) ensure that all sluices are clutter free to reduce any potential risk of cross contamination;
- (c) undertake a review of hand washing basins for staff in the sluices/domestic rooms; and
- (d) formalise the quality assurance/audit processes in respect of infection prevention and control practices within the service.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state: "My future care and support needs are anticipated as part of my assessment" (HSCS 1.14); "I make informed choices and decisions about the risks I take in my daily life and I am encouraged to take positive risks which enhance my quality of life" (HSCS 2.24); and "My environment is safe and secure" (HSCS 5.17).



## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	5 - Very Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	4 - Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	5 - Very Good

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