Bridge View House Nursing Home
Care Home Service

55 Magdalen Yard Road
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Telephone: 01382 566 802

Type of inspection:
Unannounced

Completed on:
31 August 2021

Service provided by:
Tayside Care Limited

Service provider number:
SP2005007567

Service no:
CS2003010712

About the service

Bridge View House Nursing Home is a care home service for older people provided by Sanctuary Care Limited. The home provides care for a maximum of 43 older people. Bridge View is located to the west of the city centre in Dundee. The home consists of the original two storey house and extensions. There are attractive views over the River Tay from the front of the house.

This inspection was carried out by one inspector to follow up on progress made by the provider on requirements made during our inspection on 27 May 2021.

Feedback was given at the end of the inspection to the deputy manager in the absence of the registered manager

What people told us

On this occasion, we did not seek the views of those living within the home or their relatives. This inspection was specific to the management of linen and the laundry environment. We spoke to the laundry staff on duty at the time of our inspection and they told us of the improvements that had been accommodated.

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

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

From our follow up inspection we found that the service had reacted promptly to our requirement and now operated in a safer way within the laundry environment. This meant that outcomes of personal safety for those living in the home were achieved.

We have regraded the 'adequate' grading of 7.2 to a grading of 'good' to reflect the work and improvements that have been made..

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

In order to ensure that linen is managed in a safe way and in order to prevent infection the provider must, by 30 June 2021:

a) ensure that there is sufficient equipment and the processes used in the laundry are correct according to the National Infection Prevention and Control Manual (NIPCM); and
b) ensure that all laundry items are appropriately segregated, stored, and laundered in accordance with current guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support based on relevant evidence, guidance, and best practice' (HSCS 4.11).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 4(1)(a) and (d) - Welfare of users and procedures for the prevention and control of infection.

This requirement was made on 28 May 2021.

Action taken on previous requirement
The service had purchased two new machines. These were working well and enabled the laundry staff to have more control over the means of washing clothes, uniforms and linen.

Laundry staff confirmed that they operated segregated 'clean' and 'unclean' areas and this ensured that potentially infected items didn't come into contact with clean items. This practice was also extended to include the use of separate baskets and a clear route of the laundry process using separate entrances and exits.

The only improvement we suggested was that covered receptacles would provide better protection than the use of baskets, although staff showed us a temporary cover which they used. We thought that better ventilation would also improve, and make safer, their working environment.

These actions have also made the environment safer for residents who can be confident that steps have been taken to minimise risks.

Met - within timescales

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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	4 - 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	4 - Good

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