

Harbour Care (UK) Limited

Beach House

Inspection report

94 Alexandra Road
Poole
Dorset
BH14 9EP

Tel: 01202739930

Date of inspection visit:
13 August 2020

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21 August 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Beach House is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided. Beach House does not provide nursing care.

Beach House is registered to accommodate up to seven people. At the time of our inspection there were seven people living at the home in one adapted building in a residential area of Poole.

We found the following examples of good practice.

There was clear, detailed written guidance and information available for all visitors on entry to the service so they could understand what was required of them during their visit to ensure their own and people's safety. There was a supply of masks available at the entrance to the home for all visitors and a good system of meeting and escorting all visitors to the washroom to enable hand washing to maintain people's safety. There were separate zoned areas for putting on and removing Personal Protective Equipment (PPE) and good use of separate entrances for family members to ensure people's safety. Stringent cleaning schedules for the whole home were in operation and the provider had nominated a lead Infection Prevention and Control member of staff.

People were supported well if they had to spend time in self isolation. Staff adhered to the government guidelines and wore appropriate levels of PPE when providing support to these people. Staff ensured people were provided with dedicated one to one time with staff who used the time creatively to ensure people were not socially excluded, or left for long periods on their own during their time in isolation. This included setting up a mini dining area in their bedroom so they could enjoy their meals in ways they preferred, which was important to them.

The service showed innovation and creativity in helping people to maintain activities that were important to them when outside facilities had been closed due to lockdown. Staff had created a mini 'coffee bar' at the bottom of the garden so that people who enjoyed going out for a coffee could still visit the 'coffee bar' which was an important part of their routine. A variety of garden activities and swings had been purchased which enabled people to spend time relaxing in the fresh air which they enjoyed and reduced their levels of anxiety. A gazebo and garden furniture had been purchased which provided a comfortable area for family visits. Staff had supported people to decorate the gazebo and garden area which provided much enjoyment.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Beach House

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 13 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

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 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.

We have also signposted the provider to resources to develop their approach.