

Boulevard Care Limited

The Rowans

Inspection report

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26 November 2020

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

The Rowans provides personal care and support for up to 12 people who experience learning disabilities or autistic spectrum disorder. The accommodation is provided in two separate buildings on the same site; the main house can accommodate up to nine people. The smaller house, referred to as The Lodge, can accommodate up to three people. On the day of the inspection nine people were living in main house and three people were living in The Lodge.

We found the following examples of good practice.

- The provider ensured there was sufficient stock of Personal Protective Equipment (PPE) in place including masks, gloves, aprons and hand sanitiser. Staff had access to PPE and were observed wearing this in line with national guidance.
- Staff were trained in infection prevention and control (IPC). This included donning and doffing training, this is how to put on and remove PPE.
- People were encouraged to wash their hands and use hand sanitiser throughout the day. Staff supported people to understand the importance of handwashing and hand sanitising including the reasons why this needed to be done, this was embedded into their daily routines
- Communication with people had been difficult due to masks covering mouths. The provider trialled alternatives and also put in place a risk assessment regarding the use of mask to support communication for people.
- The service was visibly clean. The staff team cleaned the service as part of their role, including regular cleaning of high touch points throughout the day. Additional cleaning took place during the night to ensure continuous cleaning was maintained.
- A recent outbreak of COVID 19 at the service had been managed well and the plans in place to support people had been utilised safely. Core staff had moved into the service to reduce the risk of spread of infection.
- The service followed the current guidelines for care home testing, an enhanced testing regime was implemented during the outbreak. This was to ensure if people or staff had contracted COVID 19, it was identified, and measures put in place in a timely way. Consent forms had been completed for all people regarding testing, involving the person and people that are important to them.
- Infection control policies had been updated to reflect current national guidance. Information and guidance were available to staff, relatives and people living in the service relating to COVID 19 and infection control.
- The provider put in place risk assessments clearly identifying people at high risk of COVID 19 and the measures in place to support them. This meant staff had clear guidance on how to support people during COVID 19.
- People were supported to keep in touch with their relatives. Home visits were being facilitated where possible and risk assessments put in place to support the home visits taking place.

Further information is in the detailed findings below.

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 that this service met good infection prevention and control guidelines.

Inspected but not rated

The Rowans

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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 26 November 2020 and was announced.

Is the service safe?

Our findings

S5□ 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.