

# Hampton (Burlington Court Care) Ltd

# Burlington Court

## Inspection report

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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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Is the service well-led?	Inspected but not rated
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# Summary of findings

## Overall summary

### About the service

Burlington Court is a residential care home providing personal care and support for up to 102 people aged 65 and over, some of whom live with dementia. At the time of inspection there were 85 people receiving care.

Burlington Court provides accommodation across two floors, with lifts to the first floor. People with dementia needs are accommodated on the first floor. There are communal lounges and a dining rooms on each floor and communal gardens with wheelchair access.

### People's experience of using this service and what we found

The provider had not ensured there were sufficient facilities available to staff to easily access masks, hand washing facilities and areas to dispose of waste, to control the risk of spread of infection.

People were supported to shield themselves from visitors and isolate as necessary where there was a risk of Covid-19.

The registered manager was open and transparent and understood where the service still needed to improve.

Staff felt supported by the registered manager and the management team. Any concerns staff had raised had been addressed and used to improve the service.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was outstanding (published 5 December 2019).

### Why we inspected

We undertook this targeted inspection as a result of whistleblowing concerns; we checked the infection control measures and explored issues around staff culture. The overall rating for the service has not changed following this targeted inspection and remains outstanding.

CQC have introduced targeted inspections to follow up on specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

### Follow up

We will continue to monitor the service and their progress with their action plan. We will continue to liaise

with the local commissioners and their quality monitoring teams. We will inspect the service in line with our planned schedule, or if we receive any new concerns.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Details are in our safe findings below.

**Inspected but not rated**

### **Is the service well-led?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Details are in our well-led findings below.

**Inspected but not rated**

# Burlington Court

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

This was a targeted inspection to check whether the provider was compliant with infection prevention and control, and staff culture for reporting concerns.

#### Inspection team

This inspection was carried out by one inspector and an assistant inspector.

#### Service and service type

Burlington Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means the manager and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

The inspection was unannounced; however, we spoke to the senior carer in charge of the service on the telephone before entering the service. This supported the home and us to manage any potential risks associated with Covid -19.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority. We checked the information we held about the service including statutory notifications. A notification is information about important events which the provider is required to send us by law. We used all this information to plan our inspection.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

#### During the inspection

We met with four people using the service who were unable to communicate verbally as they were living with dementia, we observed their interaction with staff. We spoke with 13 members of staff including the provider, registered manager, two deputy managers, a unit manager, one senior care staff, four care staff, two cleaners and one administrator.

We reviewed a range of records relating to infection prevention and control. We looked at three staff files in relation staff supervision and a variety of records relating to staff communication including team meetings.

#### After the inspection

We received a comprehensive action plan from the registered manager which demonstrated they had taken immediate action to improve the infection control measures within the home.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about. The purpose of this inspection was to explore the specific concerns we had about Burlington Court. We will assess all of the key question at the next comprehensive inspection of the service.

The purpose of this inspection was to check the service's infection prevention and control measures. We will assess all the key question and check for full compliance at the next comprehensive inspection of the service.

### Preventing and controlling infection

- People were not always protected from the risk of infection because staff did not always have easy access to masks as these were stored in a central area. Staff did not always dispose of their used personal protective equipment (PPE) safely because they did not have access to the correct bins.
- Staff did not have easy access to hand washing facilities: areas where staff disposed of used laundry, soiled pads and PPE did not have wash hand basins. Areas where staff could wash their hands did not always have soap, paper towels or alcohol hand gel.
- The sluice areas were visibly dirty; there were no regular cleaning schedules to check these.
- People were supported to isolate themselves to help protect them from the coronavirus. People who were admitted to the home or had returned from hospital were supported to stay in isolation for 14 days, in line with government guidelines. Where people were unable to comply with the isolation due to living with dementia, they were supported by a small number of staff and remained in a small cohort to limit close contact with others.
- People were supported to see their families in a safe way. There was an appointment system for people to meet their families outside under a gazebo, to maintain social distancing. Relatives wore PPE and made appointments for visiting their relatives who were receiving end of life care. The service had plans to provide indoor visiting in a large communal area.
- Staff were being tested for Covid-19 weekly. People were tested every 28 days in line with government guidelines. The provider's infection prevention policy did not include individual risk assessments for staff to include their ethnic background, health risks and home circumstances.

At the end of the inspection day the registered manager provided us with an action plan which demonstrated they had taken immediate action to mitigate all of the risks and issues found at this inspection. The registered manager had arranged for improved access to PPE, planned changes to the environment and cleaning schedules and updated policies and procedures accordingly.

# Is the service well-led?

## Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about. The purpose of this inspection was to explore the specific concerns we had about Burlington Court Care Home. We will assess all of the key question at the next comprehensive inspection of the service. We will assess all the key question at the next comprehensive inspection of the service.

### Continuous learning and improving care

- The manager and deputy managers were open and transparent throughout the inspection and recognised the areas that needed to improve on.
- Staff told us they were supported by the registered manager and the management team. Staff told us they could raise any issues with their line managers or the registered manager as they would help them to resolve them. Where staff had raised concerns, these had been acted upon immediately.
- Staff received regular supervision; these demonstrated how issues had been resolved by open and honest discussions.
- Staff attended regular team meetings where they could raise concerns. These meetings were used to learn from mistakes and implement systems to improve the service.
- Staff used communication books to ensure information was passed on. The written and verbal communication between staff was professional and respectful.