

Rhodes Care Home Ltd

# Nightingales Residential Home

## Inspection report

24 Foxholes Road  
Southbourne  
Bournemouth  
Dorset  
BH6 3AT

Tel: 01202429515

Date of inspection visit:  
12 February 2021

Date of publication:  
03 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Nightingales Residential Home is a care home. The home is registered to accommodate a maximum of 11 people who require personal care. The home does not provide nursing care, during this inspection there were seven people living at Nightingales Residential Home, some of whom were living with dementia.

We found the following examples of good practice.

At the time of our visit the home had never had a resident that had contracted Covid-19 and 100% of residents had received their first vaccine for Covid-19.

The home was clean and free from clutter. Cleaning schedules were in place for day to day cleaning.

The service provided safe and effective ways for people to visit their relatives during the Covid-19 pandemic. The home's front porch was used as a testing area and personal protective equipment (PPE) donning area for visitors. Staff always answered the door to visitors and prompted them to use hand sanitiser and don PPE.

Visiting arrangements were in accordance with Public Health England guidance. The registered manager had emailed families and carers and spoken with them about the home's social distancing and visiting arrangements. At the time of inspection one resident was being supported to spend time safely with their family at a time that suited them. Other residents' families had decided not to visit the home, to minimise the potential risk of infection transmission.

The home offered families and carers video calls from a range of video calling providers at a time that suited them. The home also provided telephone calls for families and carers at any time.

The home had reduced their full capacity for the duration of the pandemic from 11 resident to nine. The home's shared rooms were changed to single occupancy for the duration of the pandemic. The home had a contingency plan for safe zoning and cohorting of residents in the event of a Covid-19 outbreak. The home had a downstairs extension that could be utilised in the event of residents needing to isolate from the rest of the home.

The service participated in the whole home testing programme, this meant staff were tested for Covid-19 weekly and residents were tested every 28 days.

Systems were in place to ensure staff isolated for the required period should they test positive for Covid-19. Staff breaks whilst at work were staggered for social distancing purposes. The home's administrator worked from home during the pandemic to minimise the number of staff on the home's premises.

Risk assessments had been completed for staff that were more at risk if they contracted the virus.

Staff had received additional training in infection prevention and control (IPC) and Covid-19 to ensure they understood what actions to take in the event of themselves or residents becoming symptomatic and how to provide care safely.

The home's IPC policy and IPC audits were satisfactory. IPC audits were carried out monthly and included extra measures the home had put in place due to Covid-19. Any shortfalls identified during the IPC audits were immediately addressed.

## 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**

# Nightingales Residential Home

## **Detailed findings**

## Background to this inspection

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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider had in place.

This inspection took place on 12 February 2021 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.