

Borough Care Ltd

Reinbek

Inspection report

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10 January 2022

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Ratings

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

Summary of findings

Overall summary

Reinbek is a residential care home providing personal care to 36 older people with a variety of conditions at the time of the inspection. The home could support up to 46 people. Care is provided over two floors and each of the four units had a separate kitchenette, lounge and dining area although people are usually free to move around the home. During the COVID-19 pandemic staff and residents are separated into four cohorts to reduce the risk of infection.

We were assured that this service met good infection prevention. We found people were protected from the risk of acquiring infections and the service was clean. Personal protective equipment was readily available to staff and all staff were following the latest guidance.

We found the following examples of good practice:

- The provider supported people and their relatives to understand the isolation processes and how the service could help to alleviate them feeling lonely, such as video calls with friends and loved ones and dedicated support time from their assigned staff member.
- The provider had installed a visiting pod which was located on the ground floor and gave relative access to visit residents via a COVID-19 secure pod which avoided personal contact but allowed conversations to take place through a secure glass screen and via a two way speaker system.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information is in the detailed findings below.

Inspected but not rated

Reinbek

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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 10 January 2022 and was announced. We gave the service two days' notice of the inspection. We noted that the provider was not recording comprehensive visitor information and the information was not being retained for an appropriate period. We found people were protected from the risk of acquiring infections and the service was clean. Personal protective equipment was readily available to staff and all staff were following the latest guidance.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID related staff pressures

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 somewhat assured that the provider was admitting people safely to the service. We discussed the recording and retention of visitor information with the home manager who intended to review their approach to this.
- 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 were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.
- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID.
- We have also signposted the provider to ways to develop their approach to recording and maintaining details of visitors to the home.