

# Royal Mencap Society Dolphin Court

## Inspection report

9 Bulbeck Road  
Havant  
Hampshire  
PO9 1HN

Tel: 02392451093  
Website: [www.mencap.org.uk](http://www.mencap.org.uk)

Date of inspection visit:  
12 August 2020

Date of publication:  
13 October 2020

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

Dolphin Court is registered to provide accommodation and personal care services for up to 15 people with a learning and / or physical disability in three adapted buildings and three flats. At the time of our inspection there were 12 people living at the home. All bedrooms were being used for single occupancy most having en-suite facilities.

We found the following examples of good practice.

- Visiting to the home is arranged through an appointment system.
- Temperature checks are carried out on all people visiting the home.
- All visitors to the home are required to wash their hands and wear masks on arrival.
- All visitors are requested to sign in the visitors log book.
- Risk assessments were sent out to families who were updated weekly.
- Virtual visits were arranged for families who are not able to visit their relative in the home. These took place over the internet and using the telephone,
- A detailed contingency plan was available for staff to follow, which provided them with up to date guidance on Covid 19.
- People admitted to the service would be required to be tested for Covid 19 and isolate for 14 days in their own room on admission. The last admission was approximately three years ago.
- Personal protective equipment (PPE) was available to staff who were using the appropriate PPE throughout our inspection.
- Staff had received training in infection prevention and control as well as the donning and doffing of PPE.
- The home had enough supplies of PPE and arrangements were in place to monitor stock and re order supplies as required.
- Staff had worked with people to ensure they understood why staff were using masks. Masks were given to the people living at the home so they could explore and become familiar with them. Some people chose to wear the masks.
- Systems were in place to test the staff weekly for Covid 19. When people were being considered for testing the registered manager told us they would have to have capacity and best interest decisions in place. Appropriate plans were in place to ensure the correct action was taken if anyone tested positive.
- One flat was vacant and was kept available to be used if needed to isolate people.
- The environment was clean, and arrangements were in place for regular cleaning with special attention being paid to touch points. The correct receptacles were available for the removal, following use, of PPE which was kept for 72 hours prior to being disposed of into the main waste bins.
- Comprehensive communication arrangements were in place to ensure people, staff and their relatives were kept up to date about Covid 19 prevention measures and the safety arrangements within the home.
- Contingency plans were in place for winter and the possibility of a second wave of Covid 19 should the home become affected.

- Vulnerable staff were risk assessed and supported to manage any health conditions or to shield if required.

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?**

The service was safe. Details are in our safe findings below.

**Inspected but not rated**

# Dolphin Court

## **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 12 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

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.