

Dolphin Homes Limited

# Camberley Cottage

## Inspection report

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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

Camberley Cottage is a residential home providing accommodation and personal care to up to six people with learning disabilities and physical support needs. At the time of the inspection six people lived in the home.

We found the following examples of good practice.

People were supported by staff to understand and adhere to the government guidance around national restrictions and NHS shielding advice. People's individual communication needs were addressed by staff who used simplified communication, easy read resources and individually tailored discussions with people to support them around infection prevention and control (IPC) measures in the service. For example, one person was supported to understand how to adhere to the government guidance when going out on their own and others were reassured around why staff wore personal protective equipment (PPE) when supporting them.

Staff supported people to minimise the impact of the current COVID-19 restrictions on their wellbeing. People could video call with their loved ones and their rooms were equipped with additional items which they liked to enable more indoor activities such as arts and crafts. Staff who played musical instruments brought them to work and played for people. People could also access the communal garden and were supported to go out for daily exercise. Staff supported people to redecorate their rooms and there were plans created by people to refurbish the garden area in the spring.

The registered manager reviewed the environment in the service and a range of changes were made to enable easy access to PPE, social distancing and effective IPC practice. For example, the spare communal bathroom was safely re-configured for additional storage of PPE and routine testing area for staff. The conservatory area was used as an alternative entrance to the service and was partitioned to enable safe screening of visitors and to facilitate staggered breaks for staff. The communal areas were re-arranged to provide socially distanced seating, a sofa was replaced by armchairs and additional seating area was organised in the home to enable social distancing for leisure and meal times.

There were clear contingency plans in place on how people's individual needs and specifics of the service would be addressed to protect them from the spread of the infection should anyone test positive for COVID-19. This included a review of people's daily routines to identify individual plans on how to minimise the impact of self-isolation on their wellbeing same time ensuring effective zoning and cohorting in the service.

## 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**

# Camberley Cottage

## **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 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 has in place.

This inspection took place on 9 March 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's infection prevention and control policy was up to date.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The provider previously reviewed their staffing risk assessment and policies in line with the national guidance. However, some arrangements in line with the social care winter plan needed further assessment following the recently updated government guidance. The registered manager was in the process of re-assessing those with the help of the provider.

We have also signposted the provider to resources to develop their approach.