

Home Group Limited

Natalie House

Inspection report

34-36 St Mary's Road
St Marys
Southampton
Hampshire
SO14 0BG

Tel: 03003045466
Website: www.homegroup.org.uk

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01 April 2021

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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

Natalie House is a care home for up to 10 people with mental health needs. At the time of the inspection there were 10 people living at the service.

The building is an adapted three storey residential property. There are bedrooms across the three floors and several shared living areas for people to use.

We found the following examples of good practice.

The service had implemented robust procedures to reduce the risk of COVID-19. These included supporting people with understanding the risks associated with COVID-19 and how to reduce them. The provider had rearranged rooms within the property to allow for a visitors' area. There was also a separate "COVID hub" which created a space to undertake testing away from the main rooms of the service.

The home had a robust system for admissions and had contingency plans in place for a potential outbreak. The service had a lead staff member for infection control who supported the registered manager to ensure risks of COVID-19 were well managed.

The service had adapted activities and identified one person as the activities lead to organise events with staff for people living at Natalie House. The service had started various clubs to make up for the reduction in activities out of the home, such as a baking club.

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

Natalie House

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 01 April 2021 and was announced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were somewhat 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.

At the time of the inspection the visitors procedure was not in line with current national guidance. Visits had been managed safely, however we signposted the provider to ensure their procedure was up to date, which they did.