

Portelet Care Limited

Portelet Lodge Care Home

Inspection report

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Bournemouth
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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

About the service

Portelet Lodge Care Home is an adapted property in a residential area of Bournemouth. Registered for up to 23 people, there were 20 people living at the home, some of whom were living with dementia. The home was accessed over three floors via stairs or a lift.

People's experience of using this service and what we found

People were safe and told us they were happy living at Portelet Lodge. Risks people faced in their day to day lives had been identified and assessed, measures were in place to keep people safe.

The home was undergoing improvements to fire safety and the work was ongoing. Staff were trained in fire safety and regular testing, drills and practice evacuations took place. Utility checks and general risks within the home were in place and assessed. Equipment was maintained regularly and staff were trained in it's use.

Staff and people interacted with each other in a kind and affectionate way. The home felt relaxed, with a vibrant, fun feel.

Infection control measures were robust to contribute to a safe environment and prevent avoidable infections.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 25 November 2017).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about risk management within the home. Following this inspection, we were satisfied by the management of risk for people. The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Portelet Lodge Care Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. This was a targeted inspection to check on a concern we had about the risk management within the home.

As part of this inspection, we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was carried out by 2 inspectors.

Service and service type

Portelet Lodge is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Portelet Lodge is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post. However, they were on a period of absence, the home manager had started their application to become a registered manager with the CQC and in this report will be referred to as 'the manager.'

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and safeguarding teams. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 8 people who used the service about their experience of the care provided. We spoke with 5 members of staff including the manager, operations manager, care workers and chef. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We made general observations of interactions between staff and people. We reviewed a range of records. This included 7 people's risk assessments and care plans, policies and procedures for the safety of the home.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about risk management within the service. We also looked at infection prevention and control measures as we do in all care home inspections. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People had risk assessments in place for all their care and support needs. Instructions for staff were clear for the safe ways of working with people. Staff understood the risks people faced and this contributed to keeping them safe from avoidable harm.
- Risk assessments were clear to understand. Regular reviews had taken place including updates as things changed.
- People had personal emergency evacuation plans in place to support safe exit from the home if needed. Fire safety improvements were ongoing, and the home had a robust emergency plan in place which had included fire drills and practice evacuations.
- Environmental risks had been assessed including utilities such as gas safety, water checks and electrical safety.
- Equipment safety checks had been carried out and staff had received training on their use.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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.
- People were supported with visits from their loved ones.