

Harbour Healthcare 1 Ltd

# Belle Vue Care Home

## Inspection report

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Date of inspection visit:  
02 February 2022

Date of publication:  
23 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Belle Vue Care Home is registered to provide accommodation for up to 52 people but the service had decided to reduce their maximum occupancy to 49 people. At the time of our inspection there were 45 people living at the home aged 65 and over who require residential or nursing care. Some people who lived at the home were living with dementia. The home is over two floors, with a separate nursing and dementia unit.

We found the following examples of good practice.

There were policies and procedures in place which provided staff with clear guidance about good infection control practices, including the management of Covid-19 and visiting arrangements during the pandemic.

The provider was facilitating visits for people living in the home in accordance with the current guidance. People did not raise any concerns with us about the visiting arrangements at the service.

At the time of the inspection due to a Covid-19 outbreak the provider had closed the home to non-essential visitors. Where people were receiving end of life care or required ongoing visiting to maintain their health and wellbeing, this was being supported in line with Government guidelines following the rules around essential care givers. Staff were supporting people to contact their relatives and friends through video calls, telephone calls and window visits.

Clear systems were in place for visitors to ensure they followed the current guidance on the use of personal protective equipment (PPE) and social distancing. Visitors to the service were asked to provide evidence of a negative Covid-19 test, wear PPE, have their temperature checked and complete a screening checklist.

Staff had received training in infection prevention and control and the use of PPE including undertaking aerosol generating procedures. There were sufficient stocks available, and staff were seen to be wearing PPE appropriately.

People and staff took place in regular Covid-19 testing in line with current government guidelines.

Vaccination records were monitored and stored by the registered manager for people, staff and regular visitors. Where visiting professionals attended the service, their vaccination status was checked.

Cleaning schedules and procedures had been enhanced to include more frequent cleaning of touch points such as handrails and light switches.

The management team had been open and transparent and worked closely with the Local Authority and infection prevention and control teams throughout Covid-19 outbreaks at the service.

All practice and procedures had been reviewed, updated and where necessary, changed in line with the latest guidance.

## 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**

# Belle Vue Care Home

## **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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 2 February 2022 and was unannounced

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 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 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.
- The provider was facilitating visits for people living in the home in accordance with the current guidance. People did not raise any concerns with us about the visiting arrangements at the service.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.