

Harbour Care (UK) Limited

The Moorings

Inspection report

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Tel: 01202734752

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25 March 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

The Moorings is a residential care home providing personal care to three people at the time of the inspection. The service can support up to six people.

We found the following examples of good practice.

People, staff and visitors were protected from risks of infection by robust policies and procedures. Visitors completed a health questionnaire, had their temperature recorded and were asked to complete a rapid COVID-19 test, which provided a positive or negative test result within 30 minutes.

The home was visibly clean and hygienic. Staff used cleaning products known to be effective with COVID-19. Cleaning schedules included frequently touched surfaces such as handrails, light switches and door handles. Regular cleaning audits were conducted to ensure safety standards were maintained.

The home had a plentiful supply of Personal Protective Equipment (PPE). Staff were observed wearing this correctly and senior staff monitored this. Staff had received internal training in how to put on and take off PPE. This helped ensure a consistent approach and government guidelines were followed.

The home had supported people and staff to participate in the government's COVID-19 testing and vaccination programme. Consent had been sought appropriately when required.

People and staff were encouraged to socially distance within the home. The interior layout and staff practice supported this. Only one staff member was allowed in the staff room at any one time and a one-way system had been introduced in the testing room. This helped reduce the risk of cross infection.

The home recognised the importance of supporting people's mental wellbeing. For example, staff had created a social story for a person experiencing bereavement and wanting to attend the funeral safely. A social story explains a particular situation, event or activity, which includes specific information about what to expect in that situation.

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.

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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 COVID-19 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 25 March 2021 and was announced.

Is the service safe?

Our findings

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.