

Portelet Care Limited

Portelet House Care Home

Inspection report

22 Grand Avenue
Southbourne
Bournemouth
Dorset
BH6 3SY

Tel: 01202422005

Date of inspection visit:
22 September 2023

Date of publication:
04 October 2023

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 House Care Home is an adapted building in a residential area of Bournemouth. Registered for up to 15 people, there were 14 people living at the home, the majority of people had needs associated 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 settled living at Portelet House. People told us they liked living there and felt safe, comfortable, and happy. One person told us, "My friends are here. I am very happy. The staff are very nice here." Risk assessments had been completed and support plans put in place to ensure people's safety.

The home was in the process of implementing improvements to fire safety. Staff had completed all aspects of fire prevention and fire safety training and the home undertook regular fire drills, testing of fire equipment and had scheduled a practice evacuation within the forthcoming week.

There was a robust maintenance programme in place that ensured all premises equipment and services remained safe. Equipment was checked and serviced regularly, and staff had received training to use all equipment competently.

We observed staff supporting and interacting with people in a kind, friendly and calm way. Staff knew people well and spoke knowledgably about their likes and dislikes.

Infection, prevention, and control practices kept people safe from preventable harm.

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 26 January 2019).

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 House 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 House 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 House 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.

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 5 people who used the service about their experience of the care provided. We spoke with 5 members of staff including the operations manager, the registered manager, care workers and housekeeping staff. 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 5 people's care and support records which included risk assessments, care plans and a selection of the providers policies and procedures related to the safe running 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 their risks assessed, monitored, and reviewed. This included risk of falls, skin damage, use of bed rails, malnutrition and risks associated with health conditions.
- People and their families were involved in decisions about managing risk. One person told us, "I feel very happy here. Staff know me and they treat me very well. I know manager's name. She will always listen to me. I have no complaints."
- When needed, specialists carried out risk assessments. This included speech and language therapists assessing people at risk of choking.
- People had personal emergency evacuation plans in place that provided key information to assist emergency services in the event of an incident that required people being evacuated.
- Staff were trained in fire safety and completed regular fire drills. Fire safety equipment was checked, maintained and serviced appropriately.
- Environmental risks had been assessed including utilities such as gas safety, water checks and electrical safety.

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 personal protective equipment 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.