

Karlyon Care Ltd

# Balmain Care Home

## Inspection report

1-4 Keppel Terrace  
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Plymouth  
Devon  
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Tel: 01752556546

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28 January 2021

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## Ratings

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

## Overall summary

Balmain Care Home is a residential care home that provides personal care and support for up to 29 people of working age who are experiencing severe and enduring mental health conditions. At the time of the inspection there were 25 people living at the service.

People living at the service had capacity, understood the risks of Covid 19 as well as their collective responsibilities to each other and staff. Since the start of the pandemic people living at the service had chosen to limit their interactions to keep each other safe and form in effect their own household bubble.

Whilst the registered manager and staff told us they were doing everything they could to support, encourage and enable people to socially distance. It was evident from our observations that some people living at the service did not always choose to follow their guidance

We found the following examples of good practice.

Systems were in place to help manage the risks and prevent the spread of COVID-19.

There was a clear system in place for visitors to ensure they followed the current guidance on the use of personal protective equipment (PPE) and social distancing.

Instructions were easily accessible on arrival at the service to ensure visitors understood the services infection prevention and control protocols and what they needed to do to keep people and themselves safe.

All visitors to the service were asked to walk through a 'Sanitising Tunnel', wear PPE, have their temperature checked, wash their hands and complete a verbal health declaration before they would be allowed to enter the main part of the building.

Staff had received additional training in infection prevention and control and the use of PPE including masks, gloves, aprons and hand sanitiser.

There were sufficient stocks of PPE available and staff were seen to be wearing PPE appropriately.

People and staff took part in regular COVID-19 'whole home' testing. People and staff who tested positive followed national guidance and self-isolated for the required amount of time.

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

The provider had developed specific COVID-19 policies and procedures which had been reviewed and updated where necessary 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?**

**Inspected but not rated**

Further information is in the detailed findings below.

# Balmain 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.

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 28 January 2021 and was announced.

# Is the service safe?

## Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was meeting shielding and social distancing rules. The registered manager and staff told us they were doing everything they could to support, encourage and enable people to socially distance. However, it was evident from our observations that some people living at the service did not always choose to follow their guidance. The registered manager explained that people living at the service had capacity, understood the risks of Covid 19 as well as their collective responsibilities to each other and staff. Since the start of the pandemic everyone living at the service had chosen to limit their interactions outside of the service to keep each other safe and form in effect their own household bubble. For example, by only attending essential medical appointments etc.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- 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.

We have also signposted the provider to resources to develop their approach.