

Harbour Care (UK) Limited

Coral House

Inspection report

15 Alder Hills
Poole
Dorset
BH12 4AJ

Tel: 01202710531

Date of inspection visit:
22 April 2021

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26 May 2021

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

Coral House is a residential care home providing personal care to people with mobility needs, dementia, learning disabilities and/or autism. The service can support up to seven people and comprises of two separate bungalows next door to each other; these are referred to as Coral 1 and Coral 2. They have separate entrances but access to the other houses can be gained through a side gate. At the time of the inspection four people were living in Coral 1 and three people were living in Coral 2.

We found the following examples of good practice.

There was a clear procedure for welcoming visitors to the home. Health screening, temperature checks and personal protective equipment (PPE) contributed to keeping people safe. Staff were observed wearing PPE as per the home's policy and in line with current government guidelines.

Staff had received training in putting on and taking off PPE, COVID-19 and infection prevention and control. Staff understood the action they needed to take protect people from the risk of infection. There was a plentiful supply of PPE.

There were PPE stations throughout the home including places for disposal. Social distancing was encouraged. There was a dedicated visitor's 'pod' which was comfortable and could be accessed via a gate from the side of the house into the garden.

There were strict guidelines in place for accepting new admissions into the home. These included the receipt of a negative COVID-19 test result no more than 48 hours before the person arrived and a ten day period of isolation.

People had been supported to understand COVID-19, social distancing, national restrictions and PPE. There were easy read guidance and social stories on topics such as PPE, hand washing, keeping safe and the vaccine.

The home was visibly clean, free from clutter and robust cleaning schedules were in place. High touch point areas such as door handles and light switches were cleaned frequently.

Infection prevention and control (IPC) audits were carried out regularly and action taken where necessary. Staff were supported by an up to date IPC policy that provided detailed guidance.

Robust COVID-19 risk assessments were in place including actions taken to mitigate risk.

Relatives had a number of ways to stay in contact with their loved one's including face to face visits and video calls.

The registered manager told us their staff had worked extremely hard throughout the COVID-19 pandemic and it was important to look after wellbeing. Regular conversations and meetings between the staff team enabled them to share their concerns and receive support.

The registered manager told us they were supported by the provider and by other registered managers in their network. Attendance at regular registered manager meetings was a good source of support and information for the home.

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

Coral House

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 22 April 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.