

Beau Sejour Residential Care Home Limited

Beau Sejour Care Services

Inspection report

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Date of inspection visit:
09 December 2020

Date of publication:
25 January 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

Beau Sejour Care Services is a residential care home providing accommodation and personal care for up to ten people living with learning disabilities and, or physical disabilities. At the time of our inspection the care home accommodated nine people in one adapted building.

We found the following examples of good practice.

- Staff had access to all necessary Personal Protective Equipment (PPE) and had received training in correct donning and doffing procedures. Staff were seen to be maintaining social distancing appropriately and changes had been made to the layout of the home, where necessary.
- People's wellbeing had been prioritised. Staff contacted the day centre attended by the people supported and replicated their daily routines as far as possible. Virtual sessions were arranged with a local music therapist and activity packs supplied by a local church. Staff have stayed in regular contact with people's loved ones and made sure that key events such as birthdays, Easter and Christmas are still celebrated. The service were taking lots of photos and sharing these with friends and family.
- One person displayed symptoms earlier in the pandemic and staff supported this person to self-isolate. Following the end of the isolation period, all the staff were encouraged, by the management team, to contribute to a de-brief and reflection session. This allowed everyone to consider what went well and what would make things easier in the event of a future outbreak.
- Following the recent outbreak, some staff were still experiencing the longer-term health impact of COVID-19. As a result, the management team had made changes to the rota's, so staff were no longer working long days. Regular breaks were offered, and staff encouraged to say if they were feeling tired.
- It was identified, following the outbreak, people had lost weight. Dietary input had been sought immediately from professionals and measures put in place to ensure good levels of nutrition and hydration.
- During the recent outbreak, the people supported were relocated to local COVID-19 designated setting. This was due to the staff team being required to self-isolate. Despite this, staff worked remotely to support the staff at the designated setting, to ensure people received care in line with their needs.

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

Beau Sejour Care Services

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 09 December 2020 and was announced.

Is the service safe?

Our findings

S5□ 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.