

Aps Care Ltd

# Burlingham House

## Inspection report

Dell Corner Lane  
North Burlingham  
Norwich  
Norfolk  
NR13 4EQ

Tel: 01603270600

Website: [www.burlinghamhouse.co.uk](http://www.burlinghamhouse.co.uk)

Date of inspection visit:  
12 January 2021

Date of publication:  
01 February 2021

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

Burlingham House is a care home providing personal and nursing care for up to 49 people, aged 65 and over some of who were living with dementia. There were 25 people living at the service at the time of the inspection and four people were in hospital.

We found the following examples of good practice.

- Detailed handover sheets had been devised to support agency staff to ensure they were familiar with people's individual needs, risks and COVID-19 status.
- Staff were familiar with infection, prevention and control practices, including the use of personal protective equipment (PPE), and how to put this on and take it off correctly to keep people safe.
- We received positive feedback from people's relatives in relation to safe visiting arrangements, and maintaining contact with people during lockdown.

Further information is in the detailed findings below.

## 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.

**Inspected but not rated**

# Burlingham 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 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 12 January 2021 and was unannounced.

# 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.
- We gave the provider guidance and information in relation to wellbeing resources for staff to access.
- We asked the provider to improve ventilation at the service where safe to do so.
- We identified the need for the provider to ensure all items of clothing and footwear worn by staff were laundered and de-contaminated in line with current guidance between shifts to maintain the safety of staff and people living at the service.
- We have also signposted the provider to resources to develop their approach.