

## Greensleeves Homes Trust

# Borovere

### Inspection report

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03 February 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

Borovere is a care home located in Alton, Hampshire and owned by Greensleeves Homes Trust. The home provided care for up to 30 older people, some of whom were living with dementia. At the time of our inspection in February 2021, there were 21 people living at the home.

We found the following examples of good practice.

People had been supported to keep in touch with their families throughout the COVID-19 pandemic. Staff provided support where necessary so that people could phone or video call their families. When visitors were able to come to the service, they used a designated outside area with a designated access to manage the flow of visitors. The expectations and procedures for visitors to the service were clear.

The service was receiving professional visitors to the home with robust infection control procedures in place. Visitors were received into the reception area on arrival where they were provided with guidance, personal protective equipment (PPE) and health screening was completed. Each visitor also had their temperature checked by staff on arrival.

The provider had developed policies and procedures in response to the coronavirus pandemic. These policies had been adapted to reflect differences between the different care homes in the group. The guidance and information for staff was clear with detailed safe systems of work for the home. Daily checks and regular infection prevention and control audits were in place. We also saw staff using the correct PPE when providing care and treatment to people who were isolated.

At the start of the pandemic, the trust appointed a small health and safety team to develop and manage COVID-19 guidance and procedures following national best practice. They supported the registered manager to ensure correct infection control standards and protocols were in place and being adhered to. The role also included regular communication with the head office to ensure full supplies of PPE and ensure the home was using the most up to date guidance and aware of best practice in an ever changing care environment.

We saw the mechanisms in place to support staff, risk assessments had been completed with staff or people who used the service and who were identified as facing higher risks. The manager was positive about the commitment staff had shown throughout the pandemic. Staff were regularly tested for COVID-19 and had received COVID-19 vaccinations in January 2021. Staff expressing a hesitancy in taking the COVID 19 vaccine were well supported in their decision-making.

People were supported in a person-centred way, when implementing the changes and procedures required to minimise the risk of COVID 19 in the home. We heard of examples of how individuals had been supported with real compassion and understanding when they had become distressed during this time.

## 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**

# Borovere

## **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 3 February 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 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.