

Portelet Care Limited

Portelet House Care Home

Inspection report

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Bournemouth
Dorset
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Tel: 01202422005

Date of inspection visit:
12 February 2022

Date of publication:
21 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Portelet House Care Home is an adapted building in a residential area of Bournemouth. Registered for up to 15 people, there were 14 people living at the home, some of whom were living with dementia. The home was accessed over three floors via stairs or a lift.

We found the following examples of good practice.

People told us they happy and felt safe living at Portelet House Care Home. A relative told us, "The staff are angels and they will do whatever we need, always over and above." The manager and staff at the home had worked hard to keep people safe. Policies and procedures within the home were robust and frequent monitoring meant that the home worked safely and within good practice and government guidelines. Staff appreciation was important to the manager and they told us they worked hard to ensure staff knew how important they were.

Safe practices were in place for welcoming visitors to the home. These included rapid COVID-19 testing, temperature checks, personal protective equipment (PPE) and hand hygiene. Vaccination status was checked for all visiting professionals. Records of mandatory staff vaccinations were maintained. Staff testing for COVID-19 was at the frequency in line with government guidance. All necessary consent was in place which included capacity assessments and specific risk assessments where appropriate.

Supplies of PPE were in good supply, stock checks maintained, and we observed staff wearing this correctly. Staff had training in infection prevention and control and were shown how to put on and take off PPE correctly. The home was a good standard of cleanliness and there was an ongoing programme of refurbishment and redecoration in place. Contingency plans in place meant that the home could operate under pressures such as an outbreak or staff shortages. Domestic staff worked to keep all areas of the home clean and tidy including deep cleaning.

People were supported to maintain vital contact with their loved ones during the COVID-19 pandemic. Visiting restrictions changed and the home adapted its policies, practices and communicated to people and their relatives verbally and by telephone. Risk assessments were completed for all aspects of care and support including additional risks related to COVID-19. The manager told us they had a good working relationship with external health and medical practitioners, this included regular checks of the health needs for people living at Portelet House Care 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

Portelet House 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 12 February 2022 and was announced. We gave the service two days' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.

Visiting in care homes

Portelet House was facilitating visits for people with their relatives and loved one's. Making use of a conservatory and ensuring safety for all by booking in visitors to the home. The manager was clear on keeping up to date as guidance changed.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.