

Burlington Care Limited

# Southlands

## Inspection report

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11 December 2020

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Southlands is a residential home providing personal care to 43 people aged 65 and over at the time of the inspection. The service can support up to 48 people.

We found the following examples of good practice.

- Systems were in place to isolate people with COVID-19 to minimise transmission. This included personalised infection control care plans, to ensure individuals were appropriately supported.
- People who were isolating at the service had their own dedicated staff to meet their support needs. Staff maintained social distancing where possible and encouraged people to remain socially distanced.
- National guidance was followed on the use of personal protective equipment [PPE]. There was clear signage on the correct use of PPE and stations were in place to ensure staff had access to PPE in a safe area. Staff demonstrated a good understanding of the appropriate application and removal of PPE.
- The environment had been adapted to promote social distancing and was very clean. Additional cleaning was taking place including frequently touched surfaces.
- People who used the service were supported to maintain contact with their families and friends through phone calls, video calls, and window visits. Information was displayed in appropriate places to make all visitors aware of the procedures that they were required to follow upon entering the service. At the time of our visit the home was closed for non-essential visitors.

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?**

We were assured the service was following safe infection prevention and control procedures to keep people and staff safe.

**Inspected but not rated**

# Southlands

## **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 11 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.

We have also signposted the provider to resources to develop their approach.