

Buckland Care Limited

# Mulberry House

## Inspection report

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12 January 2021

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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

Mulberry House is a care home without nursing and is registered to provide accommodation and support for up to 42 people. People living at the service were mainly older people, some of whom were living with dementia or poor health. At the time of the inspection there were 20 people living at the service.

We found the following examples of good practice.

All areas in the service were clean and there were appropriate procedures to ensure any infection control risks were minimised. No communal areas were currently being used as people were isolating in their own rooms.

Clear signage was displayed on entry and around the service detailing what PPE was required to protect people and if any person living in the service was at higher risk.

The registered manager was communicating with people, staff and family members regularly to make sure everyone had an understanding of procedures and precautions being taken, and how to keep people safe. The registered manager worked with the care staff team to ensure infection prevention and control measures were followed.

Cleaning and infection control policies and procedures had been updated in line with Covid-19 guidance to help protect people, visitors and staff from the risk of infection.

The registered manager kept up to date with appropriate training in infection control. The registered manager ensured all staff had completed training to ensure they knew how to keep people safe during the Covid-19 pandemic and outbreak in the service.

The registered manager ensured people living in the service, and staff, had access to additional support, including one-to-one meetings and contact by phone, to offer any emotional support needed.

During the summer months some families had met with their relatives in the garden. New arrangements were in place for families to meet in a safe area of the home during the winter months. This included being separated by a large screen. Staff helped people to stay in touch with family and friends through phone and video calls.

The staff were following up to date infection prevention and control guidance to help people to stay safe. The registered manager ensured staff and people who used the service understood why every measure was in place.

At the time of the inspection, people were all isolating in their own bedroom with staff support. Staff provided activities whilst maintaining people's safety.

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**

# Mulberry 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

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.