

Care South

Dorset House

Inspection report

Coles Avenue
Hamworthy
Poole
Dorset
BH15 4HL

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26 October 2020

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17 November 2020

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Website: www.care-south.co.uk

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Dorset House is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided.

Dorset House is registered to accommodate up to 52 people. At the time of our inspection there were 37 older people living in one adapted building in a residential area of Poole.

We found the following examples of good practice.

There was a clear procedure in place to welcome pre-arranged visitors to the home, face masks available and hand sanitisers at the entrance. Visitors were asked to complete a health questionnaire. Staff had a designated area for putting on, removing and disposing of Personal Protective Equipment (PPE). The home had started routine testing for staff the week before our inspection but had not undertaken routine testing for people living at Dorset House, this was planned to start in the upcoming month.

The home had an infection control lead to support and guide with correct hand washing techniques and made regular checks. The home was clean and tidy and cleaning schedules were in place. Communal areas and high use touch points such as door handles, and handrails were cleaned frequently throughout the day. There was an agreed admissions process in place which involved testing before and after admission with a period of isolation in line with current government guidelines.

The home had a designated space for visitors outside and inside. There was a separate entrance for visitors with supplies of PPE available. There were various seating areas throughout the home to promote social distancing. Risk assessments for people and staff contributed to keeping them safe by reviewing their individual health conditions.

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?

The service operated good practices in relation to infection prevention and control.

Inspected but not rated

Dorset 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 26 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.