

Southborough Care Home Limited

# Southborough Care Home

## Inspection report

9-11 Southborough Road  
Chelmsford  
Essex  
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24 February 2022

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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

Southborough Care Home is registered to provide care and accommodation for up to 12 older people, some of whom may be living with dementia. There were 11 people living at the service at the time of our inspection

We found the following examples of good practice.

The registered manager was following the governments guidance on whole home testing for people and staff. People and staff had received their vaccinations.

Staff had received training on working during the pandemic in relation to COVID-19 and had received training in the correct use of personal protective equipment (PPE), hand hygiene and infection control awareness.

People's wellbeing was supported by visits, video and telephone calls to relatives and friends.

The service used isolation, cohorting and zoning effectively.

The service was clean throughout. There were appropriate procedures to ensure infection control risks were minimised.

The registered manager had contingency plans in place to prepare for an outbreak and manage any staff absences effectively.

## 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**

Further information is in the detailed findings below.

# Southborough 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 24 February 2022 and was announced.

# 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 admitting people safely to the service.
- We were assured that the provider was using personal protective equipment (PPE) effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff. Everyone living and working in the service had been vaccinated.
- 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 as it was being reviewed in relation to risk assessments for staff in vulnerable groups.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance. People were able to go out on visits with their relatives and checks were in place on their return.

### Visiting in care homes

People were supported to have visitors, and arrangements had been made to facilitate essential care givers and relatives visiting people at the end of their life. Visits were undertaken in line with current government guidance.

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