

Voyage 1 Limited

Lowther Road

Inspection report

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18 March 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

Lowther Road is a care home registered to provide accommodation and personal care up to four people diagnosed with autism and/or learning disabilities. At the time of the inspection there were four people living at the home. The building is on two floors with people having individual bedrooms on the first floor. People had access to two communal lounges, a kitchen and dining area with a level access secure garden.

We found the following examples of good practice.

The service provided safe and effective ways for people to visit their relative including a booking system, guidance for visitors and a thorough screening questionnaire. Visitors undertook a lateral flow test and temperature check and visited their relative in an externally accessed room which had been converted into a 'cafe'. Time was allowed for deep cleaning between visits.

Hand sanitiser was available throughout the premises and staff had plentiful stocks of personal protective equipment (PPE) to enable them to care for people safely.

The provider had thorough guidance, policies and procedures to ensure that staff understood how to keep people safe. They supported staff by providing three update and support calls each week. Effective auditing was also in place.

The home was visibly clean and uncluttered. There were robust cleaning schedules in place including additional cleaning of high touch areas.

The home tested people and staff in line with government guidance. At the time of the inspection people and staff were free from COVID-19. During an outbreak of COVID-19 at the home staff cared for the people affected with sensitivity and a very robust approach to supporting people safely and preventing the spread of the infection.

The service was working within the principles of the Mental Capacity Act 2005. Mental capacity assessments and best interests decisions were in place for decisions such as going out in the community and family visits. The registered manager described how staff had robustly challenged a health care professional when they felt their guidance was not adhering to the principles of the act.

People were supported to maintain their relationships through video calls, or by telephone calls when they were not able to use video technology. Staff had been creative and developed different types of activities to ensure people continued with their interests and developed new skills.

Staff had been supported by training on PPE and an internal e-learning course on infection control. The registered manager confirmed that some staff had completed externally provided infection prevention and control (IPC) training and had a plan in place for the remaining staff team.

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

Lowther Road

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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 18 March 2021 and was announced.

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.