

Care South

# Elizabeth House

## Inspection report

Dolbery Road  
Parkstone  
Poole  
Dorset  
BH12 4PX

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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

### About the service

Elizabeth House is a purpose-built residential care home providing personal care and accommodation for up to 43 people aged 65 and over. At the time of the inspection the service was supporting 31 people. Accommodation is provided on two floors with a lift to access the first floor.

### Peoples experience of the service and what we found

Infection control practice was not always robust. For example, there were no records to demonstrate frequent touch points were cleaned. Seating in all but one of the communal areas was close together. This did not encourage social distancing. We raised these issues with the provider, and they were immediately rectified.

The provider had an up to date infection prevention and control policy, covid-19 policy and quality audits. The provider had created a Covid committee. This met regularly to communicate changes and provide updated information to all the provider's homes including Elizabeth House.

Pre-arranged visitors were welcomed to the home with a procedure that helped to reduce risks of infection. This included face masks and hand sanitisers at the entrance. Visitors completed a health questionnaire.

Staff had a designated area for putting on, removing and disposing of personal protective equipment (PPE). They had received training to do wear and remove this equipment correctly and in line with government guidelines.

The provider was admitting people safely to the service. The provider ensured people were tested prior to admission to the home, re-tested and supported to self-isolate for 14 days on moving in.

The home had routine testing for staff and for people living at the home.

## 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**

# Elizabeth House

## **Detailed findings**

### Background to this inspection

#### The 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 (Infection Prevention and Control) measures. This was a targeted inspection looking at the IPC practices the provider has in place.

#### Inspection team

The inspection was carried out by one inspector.

#### Service and service type

Elizabeth House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of this inspection

This inspection was unannounced.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- People were at risk of cross infection as the layout in all but one of the communal lounges and the dining room was not arranged in a way that encouraged and supported social distancing. We raised this with the provider, and this was rectified.
- Although the provider had examples of promoting safety through the layout and hygiene practices of the premises, they were not recording the cleaning of all frequent touch points around the home. This meant the provider could not be sure that the enhanced cleaning had taken place. A September 2020 quarterly IPC audit had not identified this omission. We spoke with the provider about this and they immediately introduced a specific cleaning schedule for this.
- The provider had an up to date infection prevention and control policy, covid-19 policy and quality audits. The provider had a Covid committee, which met regularly to communicate changes and provide updated information to all their homes including Elizabeth House.
- 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 provider was admitting people safely to the service. The provider ensured that people were tested prior to admission to the home, re-tested and supported to self-isolate for 14 days on moving in.
- The home had routine testing for staff and for people living at the home. Whole home testing for staff commenced in October 2020 and for people in November 2020.
- IPC training had been completed by all staff members with the exception of two who were on long-term sick leave and four who had recently joined the home and were in the process of completing their training. The provider has since confirmed to us that this training has all been completed.