

Windmill Care Limited

Osbourne Court

Inspection report

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29 October 2020

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Osbourne Court is a care home that provides personal care only to older people. The service can support up to 58 people. At the time of the inspection 49 people were living at the home.

We found the following examples of good practice.

Systems were in place to prevent people, staff and visitors from catching and spreading infections. Visitors to the service had been limited to essential visitors only, such as, health professionals. All visitors had their temperature checked on arrival, were expected to wear appropriate PPE and asked to wash their hands.

People were supported to receive visitors in a specially designed room which had been divided into two by a Perspex wall. This allowed people to receive visits from relatives or friends in a safe environment which was cleaned after every use. All visits were thoroughly risk assessed. People were also supported to communicate with family through alternative means such as video and phone calls.

Staff were trained on how to keep people safe from the risk of infection and how to use PPE correctly. We observed staff were wearing appropriate PPE and there were plentiful supplies. The service had a designated area for staff to change and put on PPE when they entered the service.

There was a testing programme in place for staff and people living in the service. This was to ensure if any staff or people had contracted Covid-19 and were asymptomatic, this was identified in a timely way. Individual best interest decisions had been made about COVID testing for people living in the service.

The service had a 'drop off' point for relatives and friends of people to leave items/gifts for people living at the home. This was stationed outside the home and there was a system in place to ensure these were safely delivered to people to prevent infection entering the home.

The two floors of the home had separate entrances and staff did not work between the two floors. This reduced the risk of infections spreading from one floor to the other.

The service had removed some of the chairs from the lounges to ensure that social distancing measures could be observed.

The provider ensured policies and procedures in relation to infection prevention and control were updated and available to staff. Regular infection control audits had been carried out.

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?

We were assured this service was following safe infection prevention and control measures to keep people safe.

Inspected but not rated

Osbourne Court

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 29 October 2020 and was announced at short notice.

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.