

Bamburgh House Ltd

# Bamburgh Supported Living

## Inspection report

8c, Wakes Hall Business Centre  
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Colchester  
CO6 2DY

Tel: 01206252491

Date of inspection visit:  
11 January 2022

Date of publication:  
31 January 2022

## Ratings

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

# Summary of findings

## Overall summary

Bamburgh Supported Living service is providing personal care to people in their own homes. At the time of the inspection the service was supporting three people in two properties in the Colchester area.

We found the following examples of good practice.

People were being supported to keep in close contact with their relatives.

Staff had a good understanding of people's individual communication needs. This assisted them in finding effective ways to support people's understanding of the pandemic: reducing any anxieties whilst keeping people safe.

During the pandemic when pubs were closed and people missed being able to socialise, staff came up with creative ideas to try and fill the gap. This included involving people in setting up their own 'pub' in the garden, with staff serving people choices of drinks and food.

Systems were in place to minimise the risk / detect COVID-19 coming into the supported living accommodation. This included regular testing for staff and people living in the service and acting on any findings. As well as supporting people to access the COVID-19 vaccination programme.

Staff had received training in the safe use of personal protective equipment (PPE), and they had access to PPE. This supported staff follow safe practice. Staff told us they felt well supported by the provider and the registered manager, who kept them updated on any changes to COVID-19 guidance.

## 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**

# Bamburgh Supported Living

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 11 January 2022 and was announced. We gave the service 24 hours notice of the inspection.

# 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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

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