

Care South

Talbot View

Inspection report

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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

Talbot View is purpose-built property in a residential area of Bournemouth. Registered for up to 59 people, there were 56 people living at the home, some of whom were living with dementia. The home was accessed over two floors via stairs or a lift.

We found the following examples of good practice.

Safe practices were in place for welcoming visitors to the home. These included rapid COVID-19 testing, personal protective equipment (PPE), health and symptom checks and hand hygiene. Vaccination status was checked for all visiting professionals and records of staff vaccinations were maintained. Staff testing for COVID-19 was at the frequency in line with government guidance and a process was in place for monitoring.

People told us they felt safe and were happy living at Talbot View. We spoke with people informally as we walked through the home. We observed many kind and caring interactions between staff and people. Staff offered reassurance to people which offered comfort. The registered manager, deputy manager and staff at the home had worked hard to keep people safe. The providers policies and procedures were robust and frequent monitoring meant that the home worked safely and within good practice and government guidelines. The registered manager told us they were fully supported by the provider.

Supplies of PPE were in good supply, stock checks maintained, and we observed staff wearing this correctly. The registered manager told us hand washing and PPE compliance was monitored throughout the home. Staff had training in infection prevention and control and were shown how to put on and take off PPE correctly. The home was clean, tidy and free from clutter. Posters around the home had been laminated to ensure they were wipe clean. Emergency procedures in place meant that the home could operate under pressures such as an outbreak or staff shortages. Domestic staff worked hard to keep all areas of the home clean and tidy including frequent touch points and deep cleaning. Cleaning schedules were maintained and meant it was easy to keep track of hygiene practices within the home.

People were supported to maintain contact with their loved ones during the COVID-19 pandemic. Visiting restrictions changed and the home adapted its policies, practices and communicated to people and their relatives verbally, email or by telephone. Risk assessments were completed for all aspects of care and support including additional risks related to COVID-19. The registered manager and deputy manager told us they had an excellent working relationship with external health and medical practitioners, they felt supported and that this had improved greatly throughout the COVID-19 pandemic.

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

Talbot View

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 24 February 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.

Visiting in care homes

Talbot View was supporting visiting within the home. Checks were made for changes to government guidance and the home made adjustments as needed.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.