

Together for Mental Wellbeing

Clifton House

Inspection report

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29 March 2021

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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

Clifton House is a residential care home. The service is registered to accommodate a maximum of 23 people. The service does not provide nursing care. During this inspection there were 18 people living at Clifton House residential home, all of whom were living with enduring mental health needs.

We found the following examples of good practice.

At the time of our visit the service had not had any people using the service that had tested positive for COVID-19.

The service was free from clutter and clean. The service had comprehensive cleaning schedules in place for day to day cleaning.

Personal protective equipment (PPE) was available in the service's reception area and office. Handwashing guidance was displayed above sinks and throughout the service.

The service provided effective and safe ways for people to visit their relatives during the Covid-19 pandemic. Visiting arrangements were compliant with Public Health England (PHE) guidance. Families and carers had been contacted by staff about the service's visiting arrangements.

The service had a gazebo in the garden that was used as a visiting hub. Families and carers could book visits to see their relatives in the gazebo. Prior to visiting all visitors had temperatures taken and a COVID-19 lateral flow test, this is a rapid test to detect COVID-19. The service provided visitors with personal protective equipment (PPE).

People using the service could video call their friends and family by prior arrangement. Friends and family could telephone their loved ones at any time.

The service had a contingency plan in the event of an outbreak of COVID-19. This would involve people using the service self-isolating in their rooms and a communal bathroom and toilet being quarantined for the sole use of people that tested positive for COVID-19.

The service participated in the whole home testing programme, this meant people living in the home were tested for COVID-19 every 28 days. The service's staff were tested for COVID-19 every seven days, this was supplemented by twice weekly lateral flow testing,

The service had systems in place to ensure staff isolated for the required period should they test positive for COVID-19. Staff breaks whilst at work were staggered to ensure social distancing.

To enable staff in providing care safely, staff had received additional training in infection prevention and

control and COVID-19 awareness. This ensured they understood the actions to take if they or the people using the service became symptomatic.

The service had up to date infection prevention and control (IPC) policies in place. IPC audits included extra measures the service had put in place due to COVID-19 and were completed regularly.

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

Clifton House

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 29 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.