

Harbour Care (UK) Limited

The Waves

Inspection report

199 Churchill Road
Parkstone
Poole
Dorset
BH12 2JD

Tel: 01202734857

Date of inspection visit:
26 January 2022

Date of publication:
02 February 2022

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

There was a procedure in place to welcome visitors to the home, face masks were available and hand sanitisers at the entrance. Visitors were asked to complete a health questionnaire and have their temperatures taken. Visitors including health care professionals were asked to show their vaccination status. A healthcare professional confirmed this had occurred when ever they visited the service.

Staff had received training in safe infection, prevention and control, (IPC), practices and their competencies regularly checked. Personal protective equipment, (PPE), such as gloves, aprons and masks, were in good supply and used in line with government guidance.

The staff team, were fully engaged in both the COVID-19 vaccine and testing programmes.

A relative told us their loved one was safe and well cared for. They were confident the home was doing all it could to minimise the risk of a COVID-19 outbreak. They understood the importance of wearing masks to prevent the spreading of infection.

The service communicated well with relatives so they were aware of what was expected as per current Government guidelines. The service sourced objects of reference and pictures to explain the pandemic and why staff needed to wear PPE and would not be fearful of it.

Family, friends and professionals visiting the service were required to carry out a rapid lateral flow device test on the day and were issued appropriate PPE. Professionals and contractors were also required to evidence they had been vaccinated or had an exemption.

Risks assessments had been completed for outings away from the home and when receiving visitors. Risk assessments demonstrated that government requirements were being met whilst ensuring people's rights and freedoms were upheld.

The premises was visibly clean and in good order. We saw cleaning schedules included regular cleaning of touch points around the home, such as door handles and light switches. Appropriate disposal arrangements were in place for clinical waste.

Policies and procedures were in line with current government guidance and used to inform staff, people and their families. Governance arrangements ensured that IPC policies and procedures were met.

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

The Waves

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 26 January 2022 and was announced. We gave the service one days' 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.