

Selborne Care Limited

The Bungalow

Inspection report

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10 February 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

The Bungalow is a residential care home providing personal care and accommodation for up to three people with a learning disability. At the time of the inspection two people were living at the service.

We found the following examples of good practice.

Systems were in place to help manage the risks and prevent the spread of COVID-19.

Visitors to the service had been restricted to essential visitors only. A clear system was in place to prevent visitors from spreading infection in the service. This included a clear checking in process, availability of Personal Protective Equipment (PPE), temperature and health checks and a one-way system to allow for social distancing and hand-washing.

Staff were supporting people to maintain contact with relatives through the use of mobile phones and telephone calls. Consideration was being given to how visits could be safely reintroduced once the national lockdown and restrictions were lifted.

People were being supported to access the community safely, and consideration had been given to additional activities to support people's mental health and well-being.

The environment was very clean. Additional cleaning was taking place including frequently touched surfaces, such as hand rails and light switches. Infection control audits were carried out. Staff understood the importance of regular hand-washing to reduce the risks of transmission. Changes had been made to the environment to support social distancing measures and to ensure thorough cleaning could take place.

Staff had received training in infection prevention and control and the use of PPE including masks, gloves, aprons, and hand sanitiser. There were sufficient stock of PPE and staff were seen wearing these appropriately. Risk assessments had been completed in relation to PPE, and staff wore eye protection where greater risk of transmission had been identified.

The provider participated in regular COVID-19 testing of people, staff and visitors. Risk assessments were completed for all people and staff and additional measures put in place when people had been assessed at higher risk of infection.

The registered manager kept up to date with Government guidance and appropriate training in infection control. The registered manager ensured all staff had completed training to ensure they knew how to keep people safe during the COVID-19 pandemic.

The registered manager and provider ensured people living in the service, and staff, had access to additional support, including one-to-one meetings and contact by phone, to provide updates and offer any emotional

support needed.

The provider had developed specific COVID-19 policies and procedures which had been reviewed and updated where necessary in line with the latest guidance. The provider's business continuity plan included action needed in the event of an outbreak at the service.

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 Bungalow

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 regulation 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.

The inspection took place on the 10 February and was announced.

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.

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