

The Regard Partnership Limited

231 Brook Lane

Inspection report

231 Brook Lane
Sarisbury Green
Southampton
Hampshire
SO31 7DS

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15 January 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

231 Brook Lane is a care home without nursing for up to 10 people. People using the service may have a disability, a mental health condition or they may require care and support for substance misuse.

231 Brook Lane is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided.

We were assured that this service met good infection prevention and control guidelines.

- Alternative forms of maintaining social contact were used to ensure people were able to stay in touch with their friends and relatives; for example: through using video calls, weekly newsletters to family members, visiting in communal garden or through meeting at a closed window. Technology was also used effectively to support communication with other visitors such as professionals and for clinical consultations.
- Staff wore appropriate personal protective equipment (PPE) when providing care and support.
- There were designated areas for donning/doffing PPE.
- The service ensured patients had been tested for COVID-19 by the hospital, or in the community before they agreed to admit them.
- For people who lacked mental capacity, the service had considered if any new measures and arrangements in relation to infection, prevention and control (IPC) amounted to a 'deprivation of liberty' and had taken appropriate action.
- The testing scheme for all staff and residents known as 'whole home testing' had been conducted and was on ongoing process.
- Risk assessments had been carried out on people and staff belonging to higher risk groups and actions have been taken to reduce the risk of these contracting Coronavirus.
- All care home workers had a test without delay if they became symptomatic and the frequency of testing followed current guidance.
- Communal areas such as outdoor spaces and garden areas were used creatively to help with IPC.
- All areas were uncluttered so cleaning could take place effectively.
- Employees in the clinically 'extremely vulnerable' group do not work in the care setting.

- All staff in high risk groups such as black and minority ethnic (BAME) groups had been risk assessed, and adjustments had been made.
- The registered manager demonstrated a good understanding of when and how to access local IPC resources (for example the local health protection team or infection control nurse) when they needed advice and support.

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

231 Brook Lane

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 15 January 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.