

Dolphin Homes Limited

Caroline House

Inspection report

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Horndean
Hampshire
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22 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

Caroline House is an nine-bedded residential care home that was providing personal care to people who have a learning disability, sensory impairment, physical disability and health care needs.

We found the following examples of good practice.

Measures were in place, and clearly communicated, to prevent relatives & friends, professionals and others visiting, from spreading infection at the entrance and on entering the premises. All visitors were screened for symptoms of acute respiratory infection before being allowed to enter the home.

People were supported to keep in touch with families and visits were planned and well organised to reduce risk and avoid the potential spread of infection. Alternative forms of maintaining social contact were used for friends and relatives. For example, keeping in touch using video calls, regular newsletters to family members, visiting in the communal garden or through meeting at a closed window.

A testing scheme for all staff and residents had been implemented, known as 'whole home testing'. The provider undertook regular 'whole home testing' as well as testing any suspected or symptomatic residents or staff. People and staff had individual risk assessments in place, and adjustments had been made.

Staff were trained and knew how to immediately instigate full infection control measures to care for people with symptoms to avoid the virus spreading to other people and staff members. Staff had received training from an infection control specialist. Arrangements were in place so staff could appropriately socially distance during breaks, handovers and meetings.

Communal areas such as the dining area and office were used creatively to help with infection and prevention control (IPC) and social distancing. For example, the office had been re-arranged providing an area for staff to complete training and have breaks safely.

The provider had supported people using their preferred communication methods to share key information about the pandemic and ensure people's wellbeing was supported. For example, through social stories and easy read documentation. Easy read refers to the presentation of text in an accessible, easy to understand format.

The provider had strengthened their community links during the pandemic. For example, the local GP surgery had implemented a weekly call with the service to ensure people continued to have access to their services and had their healthcare needs met.

Contingency plans were in place to manage ongoing or future outbreaks or other events effectively. The provider collected data and regular reports from the service. To support the service during the outbreak of coronavirus, tasks that could be completed remotely were delegated to other skilled employees within the

organisation. This was a supportive measure for the registered manager and staff team to support their well-being during the outbreak.

Following the outbreak of coronavirus within the service, the registered manager participated in a review of their experience and management of the outbreak to identify good practice, lessons learnt and recommendations. This was then shared and implemented across the organisation in all their services.

Further information is in the detailed findings below.

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

Caroline 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider had in place.

This inspection took place on 22 January 2021 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.