

Tricuro Ltd

April Court

Inspection report

186 Poole Lane
Kinson
Bournemouth
Dorset
BH11 9DS

Date of inspection visit:
07 August 2020

Date of publication:
14 August 2020

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

We found the following examples of good practice.

People, staff and visitors to April Court were protected from risks of infection as policies and staff practices were reflective of current best practice guidance. Information on safe visiting to the service was displayed clearly on the front door, visiting was by appointment and staff were on hand to support with ensuring safe handwashing and personal protective equipment (PPE) procedures were followed. The service was clean and provided handwashing facilities and hand sanitising stations around the building. Changes to the environment included creating safe outdoor and indoor socially distanced sitting areas, screening between people and their visitors and utilising an external door which avoided non-essential visitor footfall in the service.

People were involved in decisions, and their consent obtained, to shield in line with government guidance to keep them safe. Information was shared verbally, and with the use of pictures, to communicate to people the need to shield and social distance. Staff were aware of people who did not understand the concept of social distancing and took actions to minimise risk such as diverting people to a safer space or engaging in a favourite activity.

Risks to people's mental well-being were understood and actions to reduce risk of social isolation had included skype calls to family and friends and increased social activities such as BBQ's. People had been given a Covid-19 survival pack that had been produced by People First Dorset, which is a user led charity supporting people with learning disabilities. It provided information in an accessible format on how to keep safe, taking care of mental health, ways to exercise, healthy meal ideas and fun activities to complete. Staff told us the survival pack had really made a positive difference in aiding people's understanding and well-being.

PPE was being used correctly and in good supply. Weekly audits of PPE were being completed and stock stored centrally by the organisation. People and the staff team had all consented to regular testing, which was being carried out in line with the latest government guidance. Staff were up to date with training and infection prevention and control (IPC) champions were in place. A weekly call, provided by a designated IPC lead from the local health authority, was providing support and updates if needed.

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?

The service operated good practices in relation to infection prevention and control.

Inspected but not rated

April Court

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 7 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.