

Salutem LD BidCo IV Limited

Mulberry Court

Inspection report

Mulberry Court
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09 February 2022

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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

Mulberry Court provides care in two bungalows for up to 12 people with learning disabilities, autism and communication difficulties. During our inspection there were 11 people living at the service. The buildings had been purpose built to provide housing for people who needed support to maintain their independence.

We found the following examples of good practice.

There was a clear procedure in place to safely welcome visitors to the home. Visitors were asked to sign in, show evidence of taking a Lateral Flow Device (LFD) test, their vaccination status and have their temperature taken. There was a supply of appropriate personal protective equipment (PPE) and clear guidance posters on how people could keep themselves and others safe and minimise the risk of cross infection. PPE complied with current government standards and was used in line with government guidance.

People were cared for by staff trained in safe infection, prevention and control, (IPC) practices. Staff regularly undertook refresher training that covered infection prevention and control processes. Staff spoke knowledgeably about the risk of cross contamination and followed current IPC guidelines to help keep people safe.

We met four people and spoke with one person and one relative during the inspection. People told us they enjoyed living at Mulberry Court. One person told us, "We are all coping with it all day to day. We have lots of new staff, any problems at all we would speak up." We discussed the wearing of PPE, one person replied, "We wear a mask when we go shopping, to keep everyone safe."

People understood the constraints COVID-19 had placed on them. One person said, "We have been a bit restricted because of COVID-19. I've had my jabs and I'm getting out and about a bit more now which is good." A relative told us, "It has all been very good...they are testing all the time and the staff are always wearing their masks all the time. It's clean and hygienic, we are very happy with everything. We have been kept well informed, especially with the visiting and testing."

There was a clear system in place to ensure people and staff received their tests in line with government guidance. People living at Mulberry Court, and the staff team, were fully engaged in both the COVID-19 vaccine and testing programmes. The service ensured people and relatives were kept informed of the current COVID-19 guidelines.

People had individual COVID-19 risk assessments. The service was working within the principles of the Mental Capacity Act 2005 (MCA) in relation to all COVID-19 processes.

The premises and equipment were visibly clean and all areas were well ventilated and uncluttered to ensure people's safety. The service had robust cleaning systems in place with scheduled daily, weekly and monthly cleans and frequent high touch point cleaning for high risk areas such as door handles, handrails and light

switches. Cleaning products used were in line with government guidelines and were effective against COVID-19.

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

Mulberry 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.

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangement. 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 9 February 2022 and was announced. We gave the service 24 hours 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.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.