

Dolphin Care Limited

Kingfisher Court

Inspection report

Rownhams Lane
North Baddesley
Southampton
Hampshire
SO52 9LP

Tel: 02380739006
Website: www.dolphin-care.co.uk

Date of inspection visit:
30 November 2020

Date of publication:
11 December 2020

Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
| Is the service safe? | Inspected but not rated |

Summary of findings

Overall summary

Kingfisher Court is a 'care home' and is registered to accommodate up to 17 people. 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. The service is purpose built to provide specialist accommodation and rehabilitation facilities for those with acquired brain injury and associated neurological conditions.

We found the following examples of good practice.

The provider and registered manager had a detailed communication plan for people living in the home. Communication with relatives was open and transparent on the reasons for lockdown. There was a plan in place for regular communication through whichever medium people preferred. The registered manager worked closely with people to ensure they were able to communicate regularly with the people they care about.

A rigorous cleaning regime was in place. It was the responsibility of each staff member, everyone was on the rota and cleaning of touch points took place every hour. Staff were fully involved and understood the importance of thorough cleaning.

The provider and registered manager split the staff team in two, so one team only worked on the ground floor and one team only worked on the first floor. The two staff teams did not mix. This has not only provided continuity of care for people but also provided stability and given staff confidence.

The provider and registered manager have worked creatively with staff to offer people a variety of activities to maintain their own wellbeing. The staff team have worked tirelessly to ensure activities were person centred and fun.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

Kingfisher 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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

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.

This inspection took place on 30 November 2020 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.