

# The Orders Of St. John Care Trust

# OSJCT Boultham Park House

## Inspection report

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Date of inspection visit:  
11 December 2020

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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

OSJCT Boultham Park House is a residential care home providing personal care for up to 34 people aged 65 and over. There were 27 people using the service at the time of our inspection.

We found the following examples of good practice.

The provider had implemented a robust system for all visitors; hand washing facilities had been installed in the entrance of the home, temperature checks were carried out and personal protective equipment [PPE] was immediately available. The provider had built a safe visiting space for loved ones to use when visiting recommenced. This included a separate entrance, hand washing facilities and technology to reflect the needs of people who may be hard of hearing.

Staff were provided with appropriate PPE. Staff were knowledgeable on when to change PPE and had received further training from the provider. The registered manager had registered for 'whole home testing' for staff and residents. The registered manager had a system in place to identify all those who had been tested and took action immediately when required.

Strict cleaning schedules were in place and appropriate decontamination processes were also in place. This included regular deep cleans of all bedrooms, communal areas and touch points such as light switches and hand rails. The provider carried out regular checks of the cleanliness of the home and had invested in technology to provide further assurances that areas were cleaned effectively.

The registered manager had an admissions process in place which minimised the risk of potential transmission of infection to people living at the home. For example, all people were isolated for two weeks following admission to the home or when discharged from hospital. Zoning and designated staffing had been implemented to safely care for people who were required to isolate. The service had taken action to promote social distancing within the home, this included staggering meal times to allow for safe space between tables and deep cleaning after each use.

Staff were supported by the registered manager and provider. Staff were offered well-being sessions and risk assessments were in place for all staff to reflect the possible risk COVID-19 posed to them.

## 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**

# OSJCT Boultham Park 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 has in place.

This inspection took place 11 December 2020 and was unannounced.

## 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.