

Pharos Care Limited

# The Boat House

## Inspection report

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04 February 2021

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## Ratings

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

# Summary of findings

## Overall summary

The Boat House is a residential care home providing personal care for up to eight people aged 18 and over. At the time of the inspection six people were using the service.

We found the following examples of good practice.

- The provider had an outbreak of Coronavirus within in the home. The providers management team had regular contact with Public Health England team to monitor the outbreak. The outbreak had impacted staffing levels, however, the use of consistent agency staff ensured people's needs were met.
- At the time of our inspection, the provider had not recently admitted people to the service because of the outbreak. Their plans to admit people were in place and followed best practice guidance.
- Staff were seen wearing PPE correctly at all times and there was plenty of replacement PPE in the home.
- There was regular testing of staff and residents for COVID-19. The staff had received external training in the correct use of PPE. Further e-learning had also been undertaken as part of their ongoing learning and development.
- Arrangements were in place for safe visiting, once the national lock down has finished. This will include testing, temperature checks and a booking system. In the meantime, people were supported to maintain contact with their friends and relatives through telephone and video calling.

## 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**

# The Boat 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 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 on 04 February 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 the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured t the provider was using PPE effectively and safely.
- We were assured t the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.