

Little Brook House Ltd

Little Brook House

Inspection report

Brook Lane
Warsash
Southampton
Hampshire
SO31 9FE

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20 August 2020

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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

Little Brook House is a residential care home for up to 25 older people, some of whom were living with dementia.

We found the following examples of good practice;

The registered manager had created a separate entrance for staff, people who lived at the home and visitors. The new visitor entrance led into the relative's visiting room which enabled them to be screened, sanitise their hands and meet their family members, maintaining social distancing, and without the need to access the main building. Visits were arranged in advance through a booking system and times were staggered to minimise the number of visitors at any one time.

Staff provided compassionate care to people when they were isolating, keeping them entertained and reassured. Socially distanced entertainers were employed to perform in the garden which we observed was very well received.

The home had a designated infection prevention and control lead who ensured risk assessments were completed for staff at risk. Staff were supported to shield or were offered the opportunity to move to non contact duties.

The registered manager was very open and transparent, keeping relatives informed of what was going on in the service in real time email communications, which included any changes to visiting and the outcome of their recent IPC audit.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Little Brook 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.

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 20 August 2020 and was announced. The service was invited 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

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.