

Livability

Livability Talbot Manor

Inspection report

57 Talbot Manor
Bournemouth
Dorset
BH3 7HT

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Date of inspection visit:
25 March 2021

Date of publication:
20 April 2021

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

Livability Talbot Manor is a care home registered to provide accommodation and personal care for up to 12 people diagnosed with a physical or learning disability. At the time of this inspection there were 12 people living at the home. People had their own bedrooms and shared bathrooms. There were spacious communal areas including a lounge, dining area and kitchen, a conservatory and gardens.

We found the following examples of good practice.

People had been supported to understand COVID-19, social distancing, national restrictions and Personal Protective Equipment (PPE). Staff had explained what the virus was and how to keep safe, they had produced easy read documents on various topics and people had also watched videos to learn about keeping safe.

There were thorough measures in place for family and professional visits to the service. These included risk assessments, pre and on the day screening, the supply of PPE and detailed guidance. Family visits took place in a dedicated area accessed externally. Visitors undertook lateral flow tests, which are rapid COVID-19 tests and give a result within 30 minutes. Time was allowed for deep cleaning between visits.

The provider understood the importance of helping people to maintain their mental wellbeing. Most people had electronic devices and used these to maintain their relationships with family and friends. The provider had employed additional activities staff to ensure people maintained their interests and developed their skills. The provider had also organised a range of online activities including exercise classes, religious services and themed activity resources.

Staff were provided with resources to maintain their mental wellbeing and also received regular check-ins, organisational newsletters, virtual team meetings and supervision. The manager told us they felt very well supported by the provider.

The home regularly tested people and staff in line with the government's testing programme. Risk assessments had been carried out to identify and mitigate the risks to people and staff assessed as at higher risk.

The provider had ensured all staff had received training in putting on and taking off PPE, COVID-19 and infection prevention and control. Staff had a plentiful supply of PPE and were observed wearing this appropriately during the inspection.

The home was visibly clean, free from clutter and robust cleaning schedules were in place. Infection prevention and control audits were carried out regularly and action taken where necessary.

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

Livability Talbot Manor

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 looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 25 March 2021 and was announced.

Is the service safe?

Our findings

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.