

# Signature Senior Lifestyle Operations Ltd

# Signature at Westbourne

## Inspection report

16-18 Poole Road  
Bournemouth  
Dorset  
BH4 9DR

Tel: 01202629476

Date of inspection visit:  
25 January 2022

Date of publication:  
18 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

Signature at Westbourne can accommodate up to 114 older people in purpose-built premises. Nursing care is provided. The home is separated into two communities known as the "Assisted Living Community" and the "Reminiscence Community". The latter provides specialist care for people who live with dementia. There were 86 people living in the home when we inspected.

We found the following examples of good practice.

Protocols for visiting the service were being followed in line with government guidelines. This included professionals evidencing their vaccination status and all visitors having a negative LFT on the day of their visit. Some people had a family or friend designated as an essential care giver. This person was included in weekly home testing and able to visit, even at times when restrictions were placed on visiting due to an outbreak in the home. We observed visitors being provided with PPE and having access to hand cleaning gel. Visiting was by appointment and included the use of a visiting pod that had a safety screen, intercom system, separate external access and a cleaning protocol between visitors.

People were supported to access the community safely. Risk assessments had been completed with people and their families with activities rated from low to high risk. Actions to mitigate risk including following face mask guidance when in the community to carrying out LFT's for 10 days following a visit to a family members home over Christmas.

Admissions to the home were carried out safely. Two people we spoke with told us this had included a negative PCR test prior to admission, another on day of admission and daily LFT's. A relative told us, "We had to stay in (relative's) room until we had the all clear from a PCR". Activity packs had been created in wipe clean folders for people self-isolating and included activities relevant to the person such as crosswords, word games, art and a daily newsletter.

The home provided spacious accommodation enabling people to keep a safe distance. Changes to the environment had included re-arranging the dining and lounge areas to provide space between seating. People had their own rooms with en-suite facilities. Gardens provided access to outside space. The premises and equipment were clean. One person told us, "I've nothing to complain about, the place is absolutely spotless". The layout of the building enabled each floor of the home to be isolated, if necessary, with separate access arrangements.

Staff had completed infection, prevention and control training, which included correctly putting on and taking off PPE. We observed staff using PPE correctly. PPE was available throughout the home. Staff were participating in both the vaccination and testing requirements. To support staff well-being some staff had trained as mental health first aiders, staff had access to an external confidential helpline and meetings were regularly held which provided an opportunity for sharing information and support.

The organisation had a COVID-19 task force that was able to immediately respond to government changes and kept policy up to date and staff informed of the impact of changes. An audit system was in place that was effective at ensuring policy and procedures were being met.

## 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**

# Signature at Westbourne

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

### 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.