

Linkfield Court (Bournemouth) Limited

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Inspection report

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Date of inspection visit:
26 February 2021

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24 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Linkfield Court (Bournemouth) Limited is a residential care home. The home is registered to accommodate a maximum of 29 people who require personal care. The home does not provide nursing care. During this inspection there were 23 people living at Linkfield Court (Bournemouth) Limited residential home, all of whom were living with dementia.

We found the following examples of good practice.

At the time of our visit no one living in the home had contracted Covid-19 (since April 2020). All the people living in the home had received their first vaccine for Covid-19.

The home was clean and free from clutter. The home had cleaning schedules in place for day to day cleaning. Personal protective equipment (PPE) was available in the home's main entrance in the vestibule. All residents' bedrooms and bathrooms were equipped with PPE, there was also PPE in the home's quiet lounge. Handwashing guidance was displayed throughout the home.

The home provided safe and effective ways for people to visit their relatives during the Covid-19 pandemic. Visiting arrangements were in accordance with Public Health England (PHE) guidance. Families and carers were contacted by the home's staff about the home's visiting and social distancing arrangements. The home provided window visits for families and carers. People living in the home and their relatives could see each other through a window whilst speaking to each other. Internally the home had built a plastic screened visitors' hub in the quiet lounge. Families and carers could book visits to see their relatives in the quiet lounge hub.

Families and carers could book video calls with their relatives by appointment. Families and carers could telephone their relatives at any time without the need for booking.

The home had a contingency plan in the event of an outbreak of Covid-19 in the home. As a contingency plan, the home could isolate the ground from the first floor in the home. Specific staff would be designated to work on each floor to avoid staff moving around floors of the home.

The service participated in the whole home testing programme, this meant people living in the home were tested for Covid-19 every 28 days. The home's staff were tested for Covid-19 every seven days, this was supplemented by twice weekly lateral flow testing, these are rapid tests used to detect Covid-19.

The home had systems in place to ensure staff isolated for the required period should they test positive for Covid-19. Staff breaks whilst at work were taken in the home's garden and staggered for social distancing purposes.

To enable staff in providing care safely, staff had received additional infection prevention and control (IPC)

and Covid-19 training to ensure they understood what actions to take in the event of people living in the home or themselves becoming symptomatic.

IPC audits were completed regularly and included extra measures the home had put in place due to Covid-19.

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

Inspected but not rated

Linkfield Court (Bournemouth) Limited

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 26 February 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 somewhat assured that the provider's infection prevention and control policy was up to date. However, risks to people and staff who may be disproportionately at risk from Covid-19 were not thoroughly assessed and documented. In response the provider introduced documented risk assessments for vulnerable people and staff. We have also signposted the provider to resources to develop their approach.