

# Rowlandcourt Healthcare Limited

# Beechwood House

## Inspection report

Woodberry Lane  
Rowlands Castle  
Hampshire  
PO9 6DP

Tel: 02392413153

Date of inspection visit:  
19 January 2022

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31 January 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Beechwood House is a residential care home providing personal and nursing care to 32 people at the time of the inspection. The service can support up to 37 people, including those living with dementia. Accommodation is over three floors, accessed by a lift. There is a communal lounge and dining area with a large garden to the rear of the home.

We found the following examples of good practice.

The service had promoted the essential care giver (ECG) role. All care home residents may have an ECG who should be able to visit more often. ECGs must follow the same testing arrangements as care home staff. Staff had continued to support visits by ECGs during the outbreak of COVID-19 at the service and there was regular communication about testing requirements and expectations.

A cabin had been set up on the front drive, which visitors could use for testing. It was equipped with a handwashing sink, mirror, information posters and seating. A relative told us it was nice and warm and how they enjoyed listening to the radio while they waited for their test result. The cabin had also been used to enable a healthcare appointment to go ahead during the outbreak of COVID-19 at the service. This saved the professional from entering the home but enabled the person to receive the support they needed.

Staff felt valued and had worked together to support people and each other during the pandemic. The registered manager told us, "Staff have been really positive and amazing, picking up overtime and changing shifts at the last minute. Everyone has lifted each other up. Credit to the team". A staff member said, "Management is brilliant. If I need anything (Registered manager) will be on it."

## 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**

# Beechwood 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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.

This inspection took place on 19 January 2022 and was announced. We gave the service one day's notice of the inspection.

# 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.