

Burgh House Residential Care Home Limited

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Inspection report

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22 February 2022

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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

Burgh House is a residential care home providing accommodation and personal care. The care home accommodates up to 43 people in one adapted building. At the time of this inspection there were 40 people living in the service.

We found the following examples of good practice

The provider ensured current government guidelines in relation to COVID-19 were being followed by staff and visitors to reduce the risk of infection to people living at the home. This included comprehensive checks for visitors on arrival.

There was enough Personal Protective Equipment such as aprons, gloves and masks. Staff were wearing this appropriately when we visited. Staff had undertaken relevant infection control training.

There was a purpose built, spacious, indoor visiting pod at the entrance of the building. People were supported to see family and friends which included trips outside of the care home. Relatives told us the home facilitated visits effectively.

Staff had worked as a team to help promote people's wellbeing throughout the pandemic. We observed lots of positive interactions between staff and people during our visit.

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

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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.

This inspection took place on 22 February 2022 and was announced. We gave the service 24 hours' 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 Personal Protective Equipment 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 making sure infection outbreaks can be effectively prevented or managed.
 - We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Some areas of the service required attention, such as cosmetic work to walls and doors to ensure cleaning could be carried out effectively. This had already been identified by the provider, and there was a refurbishment plan in place for several areas of the service. Some items such as toilet brushes, needed replacing, and we found some limescale present on several taps. The registered manager advised us this would be addressed as a priority.
 - We were somewhat assured that the provider's infection prevention and control policy was up to date. Some areas needed additional detail to ensure they covered the most up to date Government guidance. The registered manager was already in the process of reviewing all related policies and updating them accordingly.
- We have also signposted the provider to resources to develop their approach.
- The provider was facilitating visits for people living in the home in accordance with the current guidance. Relatives we spoke with confirmed this. There was also an indoor visiting pod which people and visitors had the choice to use. People were supported to take trips out of the care home, and this was assessed to ensure safety for people and their families.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.