

Belford Care Limited

# Belford House

## Inspection report

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23 February 2021

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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

Belford House provides care without nursing for up to 32 older people who may live with dementia. All bedrooms except one have an en-suite toilet and hand basin and six of them also have a shower. The accommodation is arranged over two floors and there is a lift. There is ample communal space. People have access to the home's extensive gardens.

We found the following examples of good practice.

There were clear written measures to help prevent visitors from spreading infection. These included a visitor's policy and code of conduct, health screening questionnaire and a visitor record as required by the government's test and trace scheme. Relatives booked a visit in advance and were provided with personal protective equipment (PPE). They then saw their relative in the nearby visiting room, which had a screen, this minimised contact with care home staff.

People also had contact with their families via both telephone and social media applications. The home had three iPads, a computer and mobile for people to use. Staff supported people, especially those living with dementia, to participate in family calls, to ensure their experience was positive and enjoyable. Staff also sent relatives a weekly update and photos of their loved one, to keep them informed of their well-being and welfare. The home used a social media page to show families pictures of group activities and enable relatives to maintain their links. The local church prepared a monthly video for people and local school children had also written to people.

People's welfare needs had been well met. There was a full range of activities for people, including walks. In addition to group activities, there were activities for those people in their bedrooms, which reflected the group activities, for example, flower arranging, making Valentines cards and planting seeds, to ensure people felt included. Staff also provided people with company during their meals, whilst they self-isolated, which made them feel welcome.

Staff had undertaken relevant infection control training and wore the PPE provided. The registered manager regularly audited infection control procedures in the home and staff's hand hygiene practices. Procedures were in place in the event of a COVID-19 outbreak.

Some people living with dementia had been anxious initially when staff wore masks. To support people, staff's photographs had been uploaded onto the iPads, so staff could show people what they looked like without their mask on, which had provided them with reassurance.

The service was clean, hygienic and well ventilated. Staff followed the cleaning schedules provided and used appropriate cleaning products. The communal areas had been appropriately designated for different activities and organised to ensure social distancing. For example, the tables in the two dining rooms, were each set for no more than two people. Staff breaks were staggered, to ensure social distancing was

maintained.

The registered manager had risk assessed staff in vulnerable groups. Staff felt well supported both by the provider and the registered manager.

## 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**

# Belford 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 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 23 February 2021 and was announced.

## Is the service safe?

### Our findings

S5 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.