

Barrow and Districts Society for the Blind Limited

Ostley House

Inspection report

355 Abbey Road
Barrow In Furness
Cumbria
LA13 9JY

Tel: 01229823566
Website: www.barrowblindsociety.org.uk

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02 November 2020

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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

Ostley House provides personal care and accommodation to up to 44 older people, older people with sight loss and older people who have dementia. Accommodation is provided in 44 single rooms which all have en suite toilet and shower facilities. The service has been adapted to support people who have sight loss who also have dementia.

We found the following examples of good practice.

The home was supporting people infected with COVID-19 at the time of our inspection. The registered manager had followed guidance to manage the outbreak, including separate staff teams supporting people who had a positive COVID-19 test result and people who did not have a positive test result.

Staff were trained in infection prevention and control and using Personal Protective Equipment (PPE) safely.

The provider had ensured sufficient quantities of PPE were available.

The registered manager had ensured information about symptoms of COVID-19 was displayed at all entrances to the home with clear instructions for staff and visitors not to enter the premises if they were experiencing any symptoms of the virus.

The registered manager had followed government guidance about visiting. They had supported relatives to visit people who were at the end of life.

The registered manager had rearranged communal areas in the home to support social distancing.

The registered manager followed best practice around safe admissions when people moved into the home.

The registered manager had arranged for regular COVID-19 testing for staff and people who lived in the home.

The staff team kept the home clean and hygienic. Frequently touched surfaces were cleaned regularly throughout the day to reduce the risk of infection.

There was a well-established, experienced staff team working in the home. The staff had been responsive to the challenges caused by the pandemic and worked outside of their normal roles, where required, to maintain a safe environment for people.

The provider had acknowledged the staff team's work during the pandemic and given the staff a bonus in recognition of their work.

Further information is in the detailed findings below.

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

Inspected but not rated

Ostley 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 2 November 2020 and was unannounced.

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.