

## Portsmouth City Council

# Shearwater

### Inspection report

Moorings Way  
Milton  
Portsmouth  
Hampshire  
PO4 8QW

Tel: 02392776130

Website: [www.portsmouthcc.gov.uk](http://www.portsmouthcc.gov.uk)

Date of inspection visit:  
19 March 2021

Date of publication:  
29 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

Shearwater is a care home registered to provide accommodation for up to 60 people. The service provides care to older people living with a cognitive impairment. At the time of our inspection there were 50 people living in the home. The home provided support to people within smaller environments over three floors, with each floor having its own dining area, lounge and quiet social space.

We found the following examples of good practice.

The home had a current outbreak of COVID-19 and were not allowing visits to people living in the home, this was in accordance with latest best practice. However, protocols were in place for all visitors to prevent the spread of infection and prior to the outbreak people were supported to receive visits in a safe way. Processes in place for any visitors were clearly displayed on entrance to the home, and included a temperature check, hand sanitiser and a questionnaire to identify any previous contact with COVID-19. Appropriate PPE was available for use.

New admissions to the service were supported in line with best practice guidance. When someone new was admitted to Shearwater they were required to provide recent COVID-19 test results. People were further tested by the service following admission and isolated upon arrival for 14 days to minimise the risk of infection to existing people.

Staff had received training on COVID-19, infection control and the use of Protective Personal Equipment (PPE), including the correct way to put on and take off PPE. Throughout our inspection staff were wearing the required levels of PPE and maintaining social distancing as much as possible.

Regular testing was completed for staff and people living at the service. This meant prompt action could be taken should anyone test positive for COVID-19.

The premises were clean, hygienic and well ventilated. Additional cleaning schedules had been introduced since the beginning of the pandemic. For example, high touch areas such as door handles and light switches were regularly cleaned throughout the day. Adaptions had been made to the environment to support people and staff to socially distance and work safely.

Clear policies, procedures and contingency plans were in place regarding COVID-19 and infection control. Audits were undertaken, and actions were taken to ensure improvements were made. The management team understood where to find updated best practice guidance and where they could go for support should this be required.

## 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**

# Shearwater

## **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 practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 19 March 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.