

Boutique Care Shepperton Ltd

The Burlington

Inspection report

68 Manygate Lane
Shepperton
TW17 9EE

Tel: 01932220338

Website: www.boutiquecarehomes.co.uk

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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

The Burlington is a care home with nursing for up to 78 people, including people living with dementia. There were 41 people living at the home at the time of our inspection.

We found the following examples of good practice

During national lockdown restrictions, staff had supported people to keep in touch with their families through telephone and video calls. Since lockdown restrictions had eased, the provider had put arrangements in place to enable safe visiting. A visiting pod had been created which was accessible without travelling through the home. Visitors were required to have their temperature taken and to return a negative result from a lateral flow test (LFT) immediately before their visit. Visitors were also required to wear appropriate personal protective equipment (PPE).

People had been supported to access medical or healthcare treatment if they needed it during the pandemic. The home's GP carried out a weekly round via video call and visited to assess people face-to-face if necessary. District nurses visited the residential unit for wound dressing and monitoring people with diabetes.

The home was clean and hygienic. Additional cleaning schedules had been implemented, including of frequently touched areas. All staff had attended infection prevention and control (IPC) and COVID-19 training. Staff had access to the PPE they needed and had attended training in its use.

During an outbreak of COVID-19, people who had tested positive for the virus were cared for in a different part of the home to those who had tested negative. Staff supported people to self-isolate in their rooms and specific staff were assigned to care for people who had tested positive for COVID-19. Since the outbreak, the home's communal rooms had reopened in a way which enabled social distancing.

The provider had reviewed the home's contingency plan in relation to COVID-19 to take account of factors such as an increase in staff absence due to the virus. Risk assessments had been carried out for people who may be disproportionately at risk of COVID-19 and measures put in place to reduce risks where necessary.

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?

Further information is in the detailed findings below.

Inspected but not rated

The Burlington

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 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 1 April 2021 and was announced.

Is the service safe?

Our findings

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.