

The Royal Masonic Benevolent Institution Care Company

Zetland Court

Inspection report

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01 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

Zetland Court is an adapted property in a residential area of Bournemouth. It is registered to provide care, nursing and support for up to 70 older people some whom were living with dementia. The home is split over five floors which are accessible by stairs or a lift. There were 53 people living at the home at the time of inspection.

We found the following examples of good practice.

People told us the registered manager and staff had worked hard to keep them safe. We spoke with 16 people who were all happy with the care they received, in particular for the care and support to keep them up to date with all the many changes to the way they live their lives. People told us they were supported to maintain vital contact with their loved ones. One person told us, "The best thing about it all is when you go to bed at night, you know you are safe."

The registered manager told us people and staff communicated together to navigate through information about infection control, the COVID-19 pandemic and safety. This included supporting each other to remember people, express their fears and worries. People told us this openness meant they could live a good life.

There were safe practices in place for welcoming visitors to the home. These included rapid COVID-19 testing, temperature checks and hand hygiene. Vaccination status was checked for all visiting professionals. Records of mandatory staff vaccinations were maintained. Staff testing for COVID-19 was at the frequency in line with government guidance.

Supplies of personal protective equipment (PPE) were in good supply and we observed staff wearing this correctly. Staff had training in infection prevention and control and were shown how to put on and take off PPE correctly.

The home was a good standard of cleanliness. Emergency contingency plans in place meant that the home could work safely during an outbreak by zoning off areas within the home. Zetland Court had an infection prevention control policy in place and undertook regular audits of the cleanliness within the home, this included an audit by an external company.

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

Zetland Court

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 1 February 2022 and was announced.

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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.