

Frank Care Ltd

The Evergreens

Inspection report

2 Berkeley Road
Talbot Woods
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24 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

The Evergreens is a care home. It is registered to accommodate 25 people. At the time of the inspection there were 25 people aged over 65 living there.

We found the following examples of good practice.

Up to the date of the inspection, no-one living at the service had had COVID-19.

The premises looked and smelt clean and hygienic. A person living at the home said the premises were always kept "immaculate". The cleaners worked daily to a cleaning schedule that ensured all areas were cleaned regularly, and that there was periodic deep cleaning of different parts of the building.

There were strict procedures for visitors to reduce the risk of infection coming in. These included taking their temperature and obtaining proof of a negative lateral flow test result that day. Professionals and contractors had to show proof of full vaccination against coronavirus. People's visitors were also encouraged to be vaccinated.

There were also procedures for obtaining test results before and after people moved in, to reduce the risk they were bringing infection into the service.

There were ample supplies of masks, gloves, aprons and hand sanitiser. Staff used these appropriately. A person who used the service confirmed staff always wore masks.

There were regular coronavirus testing regimes for staff and for people living at the service.

The registered manager and deputy manager kept abreast of current government guidance about coronavirus and COVID-19. They cascaded information to staff as necessary.

In line with government guidance, staff who showed possible symptoms of infection while at work were sent home. They could return to work on day seven, provided they had negative lateral flow test results that day and on the two preceding days. Government funding was used to meet full sick pay while they were off work.

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

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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 24 February 2022 and was announced. We gave the service a day's notice of the inspection.

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.
- The service welcomed visitors, following government guidance in relation to visiting care homes. There was clear signage about the precautions visitors were expected to take, such as not visiting if they were showing symptoms of COVID-19. Visitors had their temperature checked as they arrived and were expected to provide evidence of a negative lateral flow test result that day.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.