

Blakeshields Limited

Trewiston Lodge Nursing Home

Inspection report

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Wadebridge
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16 March 2021

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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

Trewiston Lodge is a care home which offers care and support for up to 32 predominantly older people. At the time of the inspection there were 27 people living at the service. Some of these people were living with dementia.

We found the following examples of good practice.

There had been an outbreak of Covid-19 at the service. However, the service was now out of isolation. During the outbreak the registered manager had communicated with people, staff and families regularly to ensure everyone understood the measures put in place to help keep people safe.

The registered manager had worked closely with external healthcare professionals to enable people to have access to the appropriate health care and equipment. The local authority had assisted the service in obtaining specialist masks for staff to wear with one person who had specialist equipment. This meant, for people who were unwell with Covid-19, the right care and support could be provided in a timely manner.

The service had sufficient supplies of Personal Protection Equipment (PPE) which was available throughout the service. Signage was in place throughout the service regarding the requirement for wearing PPE. Additional signage identified the PPE to be worn when a person was assessed as being at higher risk of infection. Staff put on and took off their uniforms in a designated room. This helped to reduce the risk of infection because staff did not enter areas of the home, where people lived, until appropriate infection control measures were in place.

The service was clean, hygienic and uncluttered in appearance. Additional cleaning schedules were in place to ensure all infection control risks were minimised and people were kept safe. There were supplies of anti-bacterial wipes around the service to enable staff to use to clean surfaces and bathrooms, after each use, in addition to the increased cleaning routines. There were posters around the service to prompt and remind staff about the infection control procedures in place. All high contact areas were cleaned regularly throughout the day and night staff also had a cleaning routine.

Procedures were in place regarding self-isolation for people and staff if they showed symptoms of Covid-19, or who were admitted to the service from the community or other health care provision. The admission procedure had been reviewed and developed to reduce the risk of infection from Covid-19. Specific Covid-19 policies had also been developed to provide guidance for staff about how to respond to the pandemic and the outbreak. These policies were kept under continuous review as changes to government guidance was published.

Since the new Covid-19 restriction for visitors had been changed the service had developed new guidance. This included one designated visitor for each person living in the service. All visitors were required to make appointments and a designated room was made available for visitors and people living in the service. Friends and families were provided with updated policy on the new restrictions. Where visiting was

permitted inside the service for compassionate reasons, for example, for people receiving end of life care, suitable infection control procedures were in place. Visitors were screened for Covid-19 prior to entering the service. Visitors were required to wear PPE at all times.

People were supported to speak with their friends and family using IT and the telephone as necessary.

Appropriate testing procedures for Covid-19 had been implemented for all staff and people who used the service following national guidance regarding the frequency and type of testing. Arrangements had been made to enable people and staff to access the vaccine.

Infection control policies and procedures had been updated in line with the national guidance relating to Covid-19. Staff had completed online infection prevention and control and Covid-19 training. The registered manager confirmed some staff were required to update their training and this was being arranged. The registered manager worked with care and domestic staff teams to ensure infection prevention and control measures were followed.

The registered manager had been well supported by the clinical lead and other staff within the service and also from the registered provider. Agency staff were needed during the outbreak. However, they were kept to a minimum with one regular staff moving into the service to provide continuity of care.

The registered manager had completed risk assessments regarding the environment and risks to staff and people who used the service. The registered manager was aware of staff members who were at increased risk from Covid-19 and risk assessments had been completed to support higher risk staff.

The provider had a detailed contingency plan to manage any further outbreak of Covid-19.

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

Trewiston Lodge Nursing Home

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 who had been in outbreak 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 16 March 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.