

Kent County Council

# Blackburn Lodge

## Inspection report

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Date of inspection visit:  
23 February 2022

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### Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Blackburn Lodge can provide accommodation and support for up to 35 older people. The service provides short term care for people as well as longer-stay care. Short term care can be a solution for people whose main carers need a break to be able to take a holiday or attend to personal business. The service also provides an intensive reablement service for people who need help to regain their independence and confidence to continue living in their own homes. This service is offered to people who are frail and recovering from an illness or injury. There were 22 people living at the service at the time of our inspection.

We found the following examples of good practice.

Visiting arrangements followed government guidance. Visitors telephoned to arrange a time; they were asked to complete a COVID-19 test before entering the service.

Visitors could spend time with their loved one in private and there was no time restriction. There were additional arrangements for visitors if there was a COVID-19 outbreak within the service. This included a separate room with direct access from the outside, so visitors did not come into the service.

Plans were in place to isolate people with COVID-19 to reduce the risk of transmission. There were enough supplies of personal protective equipment (PPE) throughout the service that staff could access quickly.

Staff had received training in infection control to keep people safe. Staff completed regular testing for COVID-19 in line with government guidance.

The building was clean and odour-free.

Staff had imaginatively supported people to maintain relationships following guidance. There had been a virtual tea party when people and their relatives enjoyed drinks and cakes using social media to see each other. A cinema room had been created with themed film shows to help people socialise when visiting from relatives was significantly restricted. Also, people had been supported to celebrate the lives of some residents who had died by attending an in-memoriam service.

## 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**

# Blackburn Lodge

## **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 23 February 2022 and was unannounced.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to reduce 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.

### Visiting in care homes

- The provider's visiting policy followed current government guidance. Visitors were encouraged to visit regularly.
- The government have announced their 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.