

Mr & Mrs Murphy C Hampton and Ms C Hampton

Lakenham Residential Care

Home

Inspection report

Lakenham Hill
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Bideford
Devon
EX39 1JJ

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Date of inspection visit:
15 January 2021

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04 February 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Lakenham Residential Care home is a service which provides care and support for up to 25 older people, some of whom are living with dementia. The main communal areas are on the ground floor, with bedrooms on three floors.

We found the following examples of good practice:

Staff were aware of the correct personal protective equipment (PPE) they needed to wear to keep people and themselves safe.

Right from the offset of this pandemic the provider used their contacts to ensure the staff team had a good supply of PPE.

The provider gave staff a box of gloves and masks for use outside of the service to keep themselves safe when shopping, for example. They had been encouraged to wear these before masks became mandatory by the government.

Staff were observed wearing PPE throughout the building and throughout the inspection.

Staff had training and support to understand the fundamentals of infection control and Covid 19. There was a contingency plan for if the service had an outbreak.

All visitors were only allowed into the home once they had declared their health status, provided their contact details and had their temperature checked. Most visits were via prior appointment.

Visits from family members had been via window visits and contact via phone and video calls. The exception being for people who were at end of life care. In this instance, family were supported to visit. This was done with full PPE provided and testing of those who would be visiting.

Cleaning schedules had been increased to ensure high touch points were being cleaned. This was not being recorded. Following feedback the registered manager gave assurances this would be implemented immediately.

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

Lakenham Residential Care 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 the coronavirus 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 15 January 2021 and was unannounced.

Is the service safe?

Our findings

S5□ 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 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. We discussed the use of checklists for cleaning schedules and in particular touch points such as light switches and door handles. We also suggested a different bin which was touch free for discarding of PPE. The registered manager assured us these would be addressed immediately.

We have also signposted the provider to resources to develop their approach.