

Venus Healthcare Homes Ltd

# Toby Lodge

## Inspection report

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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

Toby Lodge is a residential care home providing personal care for 10 male adults who had a forensic history, including mental health conditions and a learning disability.

Toby Lodge accommodates people in one building across four floors, with each person having their own bedroom with en-suite bathroom. There was also a communal living room/dining room, kitchen, computer room and access to a small courtyard.

There was an outbreak at the end of December 2020 where nine residents and 11 staff members, including the registered manager, tested positive for COVID-19.

The local authority and infection prevention and control (IPC) leads at the Clinical Commissioning Group (CCG) were involved in follow up support, which included a number of meetings and two virtual tours between 8 January 2021 and 4 February 2021 to provide advice and guidance to the registered manager and staff team.

We found the following examples of good practice.

- There were robust protocols in place for visitors upon entry, with temperatures taken and a requirement to take a lateral flow device (LFD) COVID-19 test before entering the home. Staff also had to sign to confirm they were free from any COVID-19 symptoms and had not been in contact with anybody with symptoms or who had tested positive. Due to the recent outbreak, visits from relatives were currently suspended.
- The provider had been proactive in response to the feedback and advice from the local authority and the CCG. A number of posters, including easy read versions were displayed across the home and in people's rooms to remind them about following guidelines to keep people safe and reduce the risk of infection. Easy read social stories had also been used to help explain the pandemic and the importance of social distancing to help people understand that it was fine if another person did not want to shake their hand, which helped to reduce one person's anxious and distressed behaviour.
- Staff checked people's temperature, oxygen levels and their 'cough status' three times a day, which was recorded on their digital care planning software. If this was not completed an alert was sent to remind the staff team to do this.
- The home used technology to support people to have video calls with their relatives and facilitate health and social care professionals meetings, such as service reviews, medicines reviews and virtual tours.
- The majority of recommendations had been actioned by the provider after the outbreak and the provider had also carried out a professional deep clean of the service on 7 January 2021. The registered manager told us they were having regular discussions with the staff team about following the guidelines and ensuring they followed best practice to make sure this was embedded throughout the 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**

# Toby 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 care homes with outbreaks of coronavirus, 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 5 February 2021 and was announced.

# 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 accessing testing for people using the service and staff.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were somewhat assured that the service used PPE effectively to safeguard staff and people using services and that the layout of the premises, use of space and hygiene practice promoted safety. One issue in the process of being reviewed was there was currently no separate staff area for them to take their break, which could impact the effectiveness of their IPC measures. The local authority and the CCG were scheduling another meeting to discuss this issue in further detail.
- There was a recommendation from the CCG IPC team regarding the need for a pedal bin in one area that was not in place at the time of our visit. We followed this up with the IPC team and the registered manager, who sent photos confirming a bin was now located in the agreed area on 10 February 2021. However, as this was related to the staff break area, it was due to be discussed with the provider on 12 February 2021 and shared with the IPC team.

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