

# Dolphin Homes (Southern) Limited

## Hill Lodge

### Inspection report

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Date of inspection visit:  
21 February 2022

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### 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

Hill Lodge is a care home providing accommodation to up to 18 adults who have learning disabilities and/or autism. The accommodation is spread across five adapted buildings.

We found the following examples of good practice.

On arrival we were asked to sanitise our hands, sign in, have our temperature taken and asked if we had symptoms of, or been in contact with anyone who had symptoms of, COVID-19. We were also asked to show our vaccination record and evidence of a lateral flow device test taken that day. Face masks were available at the door should they be needed, and visitors were only admitted to the service after following these procedures.

The provider had supported people to understand the importance of handwashing using visual aids. For example, using soap, water and pepper to demonstrate how effective handwashing is in removing germs. They also ensured people had regular opportunities and prompts to wash their hands.

The provider had strengthened their links with their local community and local healthcare professionals. They told us how supportive these links had been to the home. For example, neighbours had checked if people needed anything during the pandemic and offered to pick anything they needed up from the local shops. Local police officers would stop by to say hello to people and for one person they visited to sing happy birthday to them from outside during the pandemic. Their visits have since developed into people being offered talks by the police on topics such as hate crime.

## 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**

# Hill 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 21 February 2022 and was announced. We gave the service 48 hours' 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.

### Visiting in care homes

- Visiting arrangements for friends and relatives were in line with current guidance. All visitors were required to follow the providers clear visitors' protocol in place at the time of inspection and to wear suitable personal protective equipment, PPE provided at the service.

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.