

J.E.M. Care Limited

Tollington Lodge Rest Home

Inspection report

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08 February 2022

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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

Tollington Lodge Rest Home is a residential care home located in Weston-Super-Mare; the service can provide support for up to 25 people. Accommodation is laid out over two floors and is accessible by lift or stairs, bedrooms are located on each floor. To the ground floor, there are two communal lounges, communal dining area and the registered manager's office. People have level access to the garden.

We found the following examples of good practice.

Staff we spoke with confirmed they had received training about infection prevention control (IPC) and using and wearing personal protective equipment (PPE). We observed staff wearing PPE correctly.

An enhanced cleaning programme had been implemented to help prevent the spread of infection. For example, increased frequency of cleaning and cleaning frequently touched points and high traffic areas. The home was visibly clean and free from malodours.

The registered manager had a contingency plan in the event the service experienced a COVID-19 outbreak; staff, including the registered manager, would move into the service and provide care to people who were COVID-19 positive. Additional staff would support people unaffected by COVID-19.

The registered manager was proud the service had not relied on agency staff to ensure safe staffing levels. The registered manager said existing staff had worked increased hours, additional shifts, and had assumed various roles. One staff member said, "Care staff have all pulled together."

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

Tollington Lodge Rest 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 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 8 February 2022 and was announced. We gave the service one days' 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.
- The provider had implemented systems to support safe in-person visits. On arrival, checks were undertaken including lateral flow tests (LFT) and COVID-19 vaccine status checks. All visitors were required to wear PPE in line with current guidance.
- The registered manager had implemented a booking system for visits. Relatives we spoke with said visits were easy to book and there were additional ways to stay in touch with people, for example on the telephone or electronically.
- People confirmed they were supported to maintain relationships with their loved ones through in-person visits. Comments from people included, "I'm well looked after with friends and family coming to see me" and, "[Relative] comes to see how I am, [Relative] comes to my room." When required, people were also supported to undertake visits in the visiting pod and garden.

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.