

# Lillibet Healthcare Limited

# Lillibet Lodge

## Inspection report

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Bedford  
Bedfordshire  
MK40 3PW

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18 January 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

Lillibet Lodge is a care home which can support up to 25 people who may be living with dementia or a physical disability. At the time of our inspection 22 people were living at the service. People had their own bedrooms and shared communal areas such as lounges, dining rooms and a garden.

We found the following examples of good practice.

- Measures were in place to help ensure that visitors did not bring COVID-19 in to the service. These included showing proof of a negative lateral flow test (LFT) and proof of vaccination against COVID-19.
- Staff were trained to use Personal Protective Equipment (PPE) correctly. We observed staff wearing appropriate PPE depending on the support they were giving people.
- The registered manager provided separate clothing for staff to change in to and use when working in the service and this clothing was also laundered at the service. This helped reduce the spread of COVID-19 in and out of the service.
- Cleaning schedules were in place and domestic staff told us they had enough time to complete their allocated duties. The service looked clean and people told us they felt the service was well maintained.
- The management team had adapted the service to help promote social distancing. This included a pod which visitors used to see their families and a dividing wall put up in one of the lounges.
- People and staff took part in regular testing to ensure they identified if they were COVID-19 positive and could take measures to prevent spreading the infection.
- People had been supported to have visitors come to the service in line with COVID-19 restrictions and guidelines. When face to face visits were not able to go ahead people were supported to stay in contact using telephone and video calls.
- The management and staff team helped ensure that people's wellbeing was maintained throughout the COVID-19 pandemic. This included purchasing various items and activities tailored to people's preferences, social interests and past times.

## 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**

# Lillibet 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 18 January 2022 and was unannounced.

# 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 somewhat assured that the provider was preventing visitors from catching and spreading infections.

The provider had stopped taking temperature checks or asking COVID-19 screening questions for visitors to the service. The management assured us these would be implemented again following our inspection.

- 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.

Due to lack of storage space some areas of the service were cluttered making them difficult to clean effectively. The management team assured us that solutions to this were being considered.

- 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 assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

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