

The Orders Of St. John Care Trust

# The Lakes Care Centre

## 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

The Lakes Care Centre is a 'care home'. The home can accommodate 64 people across four separate units, each of which have separate adapted facilities. At the time of the inspection 36 people lived in three units (one further unit was not yet used). The home specialises in meeting the needs of those who live with dementia but also meets people's physical health needs.

We found the following examples of good practice

- The home was observed to be clean and free of malodour. The home had designated cleaning staff who were observed cleaning the home throughout the inspection. There was a cleaning schedule in place to ensure that all areas of the home were adequately cleaned.
- The service had implemented personal protective equipment (PPE) stations which were situated in the reception area of the home near the main entrance and in several cupboards. When visitors came to the home, a designated member of staff supported the visitors to ensure they followed safe infection control processes, understood PPE guidance and to check whether they had any symptoms of coronavirus before entering the home. This included taking the visitor's temperature.
- The service was due to refurbish the home within the next week, to make 'visiting pods' available with Perspex screens to ensure visits were safe and followed policies and procedures.
- Where people were shielding or self-isolating, PPE stations were set up inside or just outside the individual bedrooms. Each station was equipped with all required PPE in line with government guidelines.
- All people being admitted to the home were tested for COVID-19 by the care staff on admission. People were asked to self-isolate in their bedrooms for 14 days following their admission into the home, even if a negative test was received. Staff were being tested weekly and residents monthly as per national guidance and in line with the governments 'whole home' testing approach. The unit not currently being used was prepared for any contingency around COVID-19 and for residents to isolate if and where appropriate.
- Individual risk assessments had been conducted on staff which identified any vulnerabilities they may have in relation to coronavirus and any mitigating action that the provider needed to implement. This included Black, Asian and Minority Ethnic (BAME) people.
- The service had appropriate infection control policies and procedures in place. These were developed in line with current government guidance. There was prominent signage around the home for staff and visitors on what measures were being taken to minimise the risk of spread of infection and keep themselves and those around them safe. These messages were also communicated through email and on the provider's website.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# The Lakes Care Centre

## **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 6 November 2020 and was announced.

## Is the service safe?

### Our findings

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.