

Lenore Care Ltd

Lenore Care Home

Inspection report

1 Charles Avenue
Whitley Bay
Tyne and Wear
NE26 1AG

Tel: 01912513728

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01 March 2021

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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

About the service

Lenore care home is based in Whitley Bay and provides accommodation for people with learning disabilities and/or mental health issues, who require assistance with personal care and support. At the time of our inspection 22 people were using the service.

We found the following examples of good practice:

- All visitors had to undergo a temperature check and answer a range of relevant questions before entry. There was ample PPE, handwashing facilities and signage.
- Staff used a separate entrance to enable social distancing and safe donning/doffing of PPE.
- The registered manager demonstrated a sound understanding of national guidance and had worked well with external agencies to help protect people who used the service.
- The service had not used agency staff and ensured people received a continuity of care. People were supported to understand the implications of the pandemic through easy-read documentation and personalised care plans.

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

Lenore Care 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 1 March 2021 and was announced. The service was invited to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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 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.