

Avom Care Limited

Horsell Lodge

Inspection report

Kettlewell Hill
Woking
GU21 4JA

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17 December 2020

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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

Horsell Lodge is a residential care home providing accommodation for persons who require nursing or personal care. It is registered to provide care for up to 70 people. Fifteen people were receiving care at the time of inspection.

We found the following examples of good practice.

- The premises were clean and well maintained. Additional cleaning schedules had been introduced since the beginning of the coronavirus pandemic. High touch areas such as door handles, and light switches were cleaned throughout the day. Hand sanitiser was readily available throughout the premises.
- There were trolleys stocked with personal protective equipment (PPE) stationed around the home and each person had their own clinical waste bin to support the safe disposal of PPE worn by staff. Those who tested positive had their crockery washed in a separate dish washing area. Their clothes and bed linen were washed in a designated washing machine.
- There was a dedicated staff entrance where staff recorded their temperatures as soon as they came into the building. They donned and doffed their uniform in a separate changing room and all staff uniforms were washed on site.
- Staff accessed weekly testing. People who used the service were also supported to access weekly testing.
- Staff supported people to remain in contact with their families in line with government guidance.
- All staff had received recent training in infection control and prevention (IPC) and were seen to be following correct IPC practices at all times.
- The registered manager was visible and supported staff on the floor. They were the designated IPC lead and shared all current policy government updates with staff and family members.
- The registered manager sought support and advice from external agencies including the local health protection team, Surrey County Council and CQC and was open to all advice and guidance offered.

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

Horsell 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 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 17 December 2020 and was unannounced.

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.