

Gainford Care Homes Limited

Lindisfarne Hartlepool

Inspection report

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10 November 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

Lindisfarne Hartlepool is a care home registered to provide personal care and accommodation for up to 54 people. At the time of the inspection, 51 people were living at the service.

We found the following examples of good practice.

Systems were in place to prevent people, staff and visitors from catching and spreading infections. The home supported people and staff as far as possible with social distancing. The home had clear perspex screens in place in the lounge and dining rooms to help keep people safe.

Staff had undertaken training in putting on and taking off personal protective equipment (PPE), hand hygiene and other Covid-19 related training. The home appointed a 'Covid Champion' on each shift to monitor compliance and ensure correct procedures were followed. Suitable supplies of PPE were available and up to date contingency plans in place.

Staff supported people's social and emotional wellbeing. Socially distanced group activities had taken place during lockdown to positively support people. These activities included fireworks, pizza night and virtual bingo. Additional one to one activities were also implemented. People and their relatives were supported to keep in contact using a range of technology and regular newsletters and photographs.

Only essential health and compliance visits could take place at the time of the inspection. Visitors were screened for Covid-19. When family visits can recommence, plans were in place to safely manage this in accordance with national guidance. The home was creating a safe visiting room with perspex screens and a separate entrance, and had ordered a visiting pod. Infection prevention and control measures were in place to avoid the potential spread of infections with others.

The home was following national guidance for anyone moving in. Staff worked with people and their relatives to ensure they were aware of self - isolation procedures. People were supported to understand the pandemic and the need for IPC measures.

Infection control audits and checks were carried out. The registered manager spoke positively about the hard work, dedication and strong team spirit which staff had shown. This had helped to minimise the impact of the pandemic on people's health and wellbeing.

The home reported it had good relationships with the local authority, district nurses, medication lead and the GP. The home accessed support regularly and whenever needed to help keep people safe.

Further information is in the detailed findings below.

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

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

Lindisfarne Hartlepool

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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 10 November 2020 and was announced.

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.