

Mr K J Middleton & Ms N Seepaul

Epsom Lodge

Inspection report

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14 January 2021

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16 February 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Epsom Lodge is a care home providing accommodation and personal care for up to 13 older people, some of whom may also be living with dementia. At the time of our inspection there were 7 people living at the service.

People's experience of using this service and what we found

People were not always protected from the risk and spread of infection. COVID-19 guidance regarding self-isolating was not consistently followed to minimise the spread of infection. The provider had failed to put systems in place to ensure staff testing positive for COVID-19 could leave the service immediately. The visitors policy was not consistently followed to minimise the potential spread of infection.

We found the following examples of good practice

Staff had access to PPE and were observed using this correctly. The registered manager had provided training to staff on the use of PPE and good hand hygiene and their competency had been assessed.

Regular testing was completed for both staff and people living at Epsom Lodge.

Government guidance was followed in relation to new admissions to the service. People were required to have a negative test prior to admission and to isolate in their rooms for 14 days.

People were supported to social distance when using communal areas. Chairs had been arranged to maintain a sociable atmosphere whilst maintaining a safe distance.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection (and update) The last rating for this service was requires improvement (published 29 May 2019) and a breach of regulation was found. The provider completed an action plan after the last inspection to show what they would do and by when to improve. This targeted inspection was completed to address specific concerns regarding infection prevention and control risks. A full update on the breach of regulation found during our last inspection will be provided following our next fully comprehensive inspection.

Why we inspected

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do

not assess all areas of a key question.

Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to monitor the service.

We have identified breaches in relation to infection prevention and control. Following our inspection we wrote to the provider to highlight our concerns and the action we required them to take.

Please see the action we have told the provider to take at the end of this report.

Follow up

We will request an action plan for the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Epsom 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 14 January 2021 and was unannounced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were not assured that the provider was making sure infection outbreaks could be effectively prevented or managed. Systems had not been implemented to ensure staff were able to leave the service immediately should they be informed they had tested positive for the COVID-19. One staff member was required to continue working for over three hours following a notification of a positive test result.
- Government guidance regarding self-isolation was not consistently implemented by the provider. Staff members from the same household had not been required to isolate when one had received a positive test result.
- We were not assured that the provider was preventing visitors from catching and spreading infections. Strict protocols for visiting had been implemented by the registered manager. However, the providers family had not followed these protocols when visiting the service which put people at additional risk.

The failure to ensure robust infection prevention and control measures were followed was a breach of regulation 12 (safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- 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's infection prevention and control policy was up to date.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 12 HSCA RA Regulations 2014 Safe care and treatment</p> <p>The provider had failed to ensure robust infection prevention and control measures were consistently implemented.</p>