

Alliance Care (Dales Homes) Limited

Birkin Lodge

Inspection report

Camden Park
Hawkenbury
Tunbridge Wells
Kent
TN2 5AE

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22 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

Birkin Lodge is a care home. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. The service provides accommodation and personal care for up to 50 older people, some who may also be living with dementia. On the day of our inspection 28 people were living at the service.

We found the following examples of good practice.

The provider had implemented measures to reduce the risk of infection. There was an up to date infection control policy in place and regular audits were carried out. Staff were observed wearing appropriate Personal Protective Equipment (PPE) and regular training was provided to staff.

The service was clean and hygienic and additional cleaning schedules had been implemented since the beginning of the pandemic, which included regular cleaning of high-touch areas. People told us their rooms were kept clean.

The provider had acted to minimise risks to people who used the service and staff. Temperatures were taken as people entered the service and visitors were required to wear PPE. A COVID-19 questionnaire was completed for track and trace. When people were admitted to the service, they were supported to isolate in their rooms for a period of 14 days. Staff uniforms were washed on site and left at the service. PPE stations and disposal bins were placed around the service to support good IPC practice.

Staff had weekly COVID-19 testing and staff were required to self-isolate if they displayed symptoms or tested positive. People who lived at Birkin Lodge also had access to regular testing. If people displayed symptoms or tested positive for COVID-19 they were supported to isolate in their rooms and barrier nursed. Other people were also encouraged to remain in their rooms to minimise the risk of spreading any infection.

Due to a recent outbreak of COVID-19 at the service, people's families were unable to visit. Some window visits had taken place and other contact was made through social media or telephone calls. Additional activities staff had been recruited to help reduce people's anxieties or isolation during the pandemic.

Management had good links with local health care professionals and sought advice and input from Public Health England in relation to any positive test results or outbreaks. Staff said they had received support throughout the pandemic.

Further information is in the 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?

We were assured that the provider was following safe infection prevention and control procedures.

Inspected but not rated

Birkin 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.

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 (IPC) 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 22 December 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 had appropriate procedures in place for 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.