

Miss Hina Patel

# Lyles House

## Inspection report

7 The Street  
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Dereham  
Norfolk  
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Tel: 01263861812

Date of inspection visit:  
27 January 2021

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04 March 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

Lyles House is a registered care home providing accommodation and personal care for up to 20 older people. During the inspection there were 18 people living in the home.

We found the following examples of good practice:

The provider had implemented effective zoning within the service. Visitors to the service were to enter the building by the door nearest to the area they were visiting and travel the shortest route possible. This minimised the risk of transmission within the building.

Staff were observed wearing Personal Protective Equipment (PPE) in line with current government guidance. PPE was doffed within the individual's bedroom following personal care and disposed of appropriately to reduce the risk of cross contamination.

There were systems to reduce the risk of exposure to COVID-19 from individuals entering the service. This included only one external contractor to visit the service every 14 days. When a contractor entered the building they were required to complete a Lateral Flow Test (LFT) to confirm their COVID-19 status, receive a temperature check and wear appropriate PPE.

The staff team were tested in line with current government guidelines for COVID-19, in addition the provider had also ensured the visiting chiropodist was tested for COVID-19 alongside the staff team. This ensured that the people being supported had their footcare needs met safely throughout the pandemic.

Clear policies and procedures were implemented by the provider detailing what to do if an individual displays signs or symptoms of COVID-19. These ensure that staff knew how to appropriately respond to maintain the safety of those within the setting.

## 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**

# Lyles House

## **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 looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 27 January 2021 and was announced on 26 January 2021.

# 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.