

# New Century Care (Caterham) Limited

# Buxton Lodge Care Home

## Inspection report

53 Buxton Lane  
Caterham  
Surrey  
CR3 5HL

Tel: 01883340788  
Website: [www.newcenturycare.co.uk](http://www.newcenturycare.co.uk)

Date of inspection visit:  
28 August 2020

Date of publication:  
14 September 2020

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	-------------------------

# Summary of findings

## Overall summary

Buxton Lodge Care Home is a care home providing residential and nursing care for up to 44 older people, some of whom may have specific needs and/ or are living with dementia. There were 30 people living at the service on the day of inspection.

We found the following examples of good practice.

The provider had been imaginative in their approach to maintaining good contact between people and their families. They had created an attractive visiting area with gazebo and weatherproof PPE station and side access to prevent visitors from having to go through the home. In addition, they had used a giant sized ipad on wheels for virtual calls. Relatives group meetings with the registered manager had also been held monthly via Zoom technology, so that people could chat and receive updates from the home. Relatives had asked the provider if this could be continued in the future due to its success.

Staff had produced colourful easy read posters and handouts for relatives and people to show them the PPE that they could expect to see staff wearing and the reasons why, and how testing is carried out. They were illustrated with photos of staff and people to make them more friendly and relatable. This had reduced people's anxieties around PPE and testing.

The provider had been proactive in giving staff who may have been isolating or shielding confidence for their return to work. They were given a choice of attending meetings physically or via Zoom, and their roles had been adapted where possible so that they felt reassured of their own personal safety due to being vulnerable. They were shown all of the measures that had been put in place by the provider to relieve some of their concerns.

## 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**

# Buxton Lodge Care Home

## **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.

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

This inspection took place on 28 August 2020 and was announced. 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.

## 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.