

Interhaze Limited

Minster Lodge Care Home

Inspection report

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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

Minster Lodge Care Home provides residential support and care for up to 25 people with mental health and physical care needs. At the time of our inspection there were 24 people living at the home.

We found the following examples of good practice.

Individualised COVID-19 risk assessments and care plans were in place for all residents which provided guidance for staff to follow so they knew how best to support people to reduce the risk of COVID-19 outbreaks.

Staff and people living in the home accessed testing in line with government guidance. Where people refused testing there were risk assessments in place to mitigate the risks of this.

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

Minster 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.

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on Friday 14 January 2022 and was announced. We gave the service 24-hours notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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

- 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 accessing testing for people using the service and staff.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

During our inspection we identified the following areas where we were somewhat assured:

- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. For example, the service accepted evidence of a lateral flow test being completed within 72 hours of visiting. This was not in line with the most up to date guidance for completing lateral flow tests on the day of the visit. Furthermore, the visitor COVID-19 screening document was not the most up to date version and did not include the lateral flow test result.
- We were somewhat assured that the provider was using PPE effectively and safely. For example, we saw fluid repellent face masks and sanitising hand gel was not always available at PPE stations for staff, visitors or residents to access.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. For example, we observed several communal toilets and bathrooms to be unclean and the larder room floor was unclean. Furthermore, managers told us they planned to increase the number of domestic staff to maintain a clean and hygienic environment.

- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. For example, we saw staff underwent a COVID-19 competency check in 2020, but did not see any more recent updates or competency checks for newer staff.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. For example, whilst we saw there was an infection and prevention and control audit programme in place, the service was unable to provide us with recent audit outcomes or action plans to improve.

We have also signposted the provider to resources to develop their approach.