

Harbour Healthcare Ltd

Devonshire House and Lodge

Inspection report

Woolwell Road
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Tel: 01752695555

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12 May 2021

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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

Devonshire House and Lodge is a care home that provides personal and nursing care to 77 people aged 65 and over. At the time of the inspection 76 people were living at the service. The service mainly provides care and support to people living with dementia and/or have a physical or sensory impairment.

We found the following examples of good practice.

There were suitable arrangements in place for visitors to the care home. These included, pre-booked visits, temperature checks lateral flow tests (LFT) and availability of personal protective equipment (PPE).

Indoor visits were mainly accommodated in one of the homes a conservatories. There were outside areas available and these had been used when the weather was good. The provider ensured current guidance relating to visiting was followed. This included; nominated visitors, visits for end of life care and essential visitors to support exceptional care needs. In addition to visits the service used social media and telephone calls to enable people to maintain important contacts.

The registered manager kept people and relatives regularly updated in relation to visiting guidance. This included sending updates of the guidance and home's visiting policy as well as communicating with relatives regularly by phone and email. A booking system was in place, which was regularly audited to ensure visiting was safe and fair.

At the time of the inspection Government guidance in relation to care home visits had just changed. These changes included an increase of two nominated visitors to five. The registered manager was in the process of sending updates to relatives and reviewing the homes visiting arrangements to reflect this change and to ensure visits could take place safely and in line with guidance.

People and staff had regular COVID-19 tests in line with guidance. The care home had not had any outbreaks of COVID-19. The layout of the building and separate units was suitable for implementing zoning if needed and the providers COVID-19 contingency plan was reflective of this.

Staff only worked in one home and the use of agency staff was kept to a minimum. If agency staff were required, they used consistent staff who participated in regular testing provided by the agency they worked for. Risk assessments were carried out for 'high risk' staff members.

Personal Protective Equipment (PPE) and hand-washing facilities including hand sanitizer was readily available around the home. Staff wore PPE in line with guidance and had undertaken infection control training. Areas were set aside for putting on and taking off PPE, and there were clear systems for disposing of waste safely.

The premises were visibly clean and hygienic. A cleaning schedule was in place with enhanced cleaning of regularly touched surfaces, such as door handles and light switches. Regular cleaning audits were completed.

The registered manager was kept regularly updated on guidance. They had access to support from the provider, Public Health England and other homes managers within the organisation.

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

Devonshire House and 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. These concerns related to the visiting arrangements in the service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place, with particular attention to the arrangements in place for people to maintain contact with their loved ones.

This inspection took place on 12 May 2021 and was announced.

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.