

Flightcare Limited

Courtfield Lodge

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

Courtfield Lodge is a residential care home providing personal and nursing care to people aged 65 and over. The service can support up to 70 people on the ground and first floor. One of the floors specialises in providing care to people living with dementia.

We found the following examples of good practice.

- Visiting the home was restricted. All visitors were temperature checked before admission. Visitors were required to follow best practice guidance and wear appropriate PPE. The visiting policy was discussed with people, their families and friends.
- People received support to maintain their relationships with family and friends. This was achieved through telephone calls and video calls. The provider supported compassionate visits for people who were at end of life. The provider had created a relatives bulletin to share with family members what they were doing to minimise risk and keep people safe.
- Admissions into Courtfield Lodge were risk assessed and followed government guidance. Risk assessments for staff at higher risk or had underlying health conditions were carried out to minimise the risk and spread of infection and keep people safe.
- Whole home testing for Covid-19 for all people and staff had occurred and was ongoing on a regular basis. The manager had processes to implement to keep everyone safe should a positive test occur.
- Staff said the management team were very aware of what precautions needed to be in place and was very protective of people and staff. We saw up to date coronavirus management, and infection control policies that contained current guidance.
- All staff had received training on how to wear, when to wear and how to dispose of PPE.
- We observed staff wearing PPE appropriately. Staff were observed socially distancing while spending time with the people and engaging in activities.
- We observed Courtfield Lodge looked clean and hygienic. Housekeeping staff followed a cleaning schedule that included regular cleaning of high touch areas such as door handles and switches.

Further information is in the detailed 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 the management team and staff were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Courtfield 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.

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 23 October 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 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.