

GCH (Midlands) Ltd

Lucton House

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

Lucton House Residential Home provides personal care to younger and older adults over 65, including people living with dementia. The home can accommodate up to 51 people. At the time of the inspection 37 people were living at Lucton House.

We found the following examples of good practice.

Visitors to the home undertook screening questions and had their temperatures taken on arrival. When the home was open to visitors, people were supported to have window visits and garden visits when the weather was more favourable. An intercom was used for window visits so the window could remain closed but people were still able to hear and speak with their relatives.

Signage was used to tell staff which zone they were entering and the Personal Protective Equipment (PPE) required for that zone. Dedicated areas were used for putting on and taking off PPE and staff members were allocated their own bathroom. There was a limited number of staff allowed in the foyer and staff break out areas at any one time and notices on doors reinforced this expectation.

People living at Lucton House had their own self contained apartment equipped with lounge, small kitchen, en suite bathroom and bedroom meaning that during periods of isolation and closure of communal areas, people's living spaces still afforded them space and home comforts. Handheld electronic devices were used to record people's daily care and which included happy or sad faces so people's wellbeing, particularly during isolation, could be logged and monitored.

Staff spent time with people to keep them occupied. This included life stories, having a dance to their favourite music, reminding them when their favourite television programme was on or just sitting and talking.

To ensure people were eating and drinking enough during periods of isolation and where communal dining areas were closed, charts to monitor people's nutritional intake were implemented and extra signage was displayed on people's doors.

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?

Further information is in the detailed findings below.

Inspected but not rated

Lucton 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 3rd December 2020 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.