

Tricuro Ltd

Coastal Lodge

Inspection report

26 Knyveton Road
Bournemouth
Dorset
BH1 3QR

Tel: 01202451540
Website: www.tricuro.co.uk

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29 January 2021

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Coastal Lodge is a purpose-built care home. It specialises in providing short term rehabilitation and reablement to people, as a step down from hospital following an admission, or as a step up from the community with a view to preventing a hospital admission. The home can support up to 35 people and is arranged over four separate units.

One of these units had already been set aside as a designated area of the home for up to 10 people in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. The provider had now set aside a further unit (Fisherman) for the same purpose. This additional unit can support up to 10 people.

We found the following examples of good practice

There was a detailed pre-admission procedure for staff and people to follow. A designated team of appropriately trained staff had been identified to work solely in the isolation unit to prevent cross infection. Staff had received the necessary training in infection prevention and control (IPC). The provider had carried out risk assessments for staff who had the potential to be at more risk of infection.

The unit was visibly clean and uncluttered. There were detailed cleaning schedules in place to ensure staff understood what areas they needed to focus on and the frequency of cleaning required to reduce risks. The cleaning schedules included individual rooms and communal areas. There was a 72-hour decontamination procedure in place for the management of clinical waste. Prominent signage around the unit acted as a reminder of good PPE practice and hand hygiene techniques.

A robust visiting protocol was in place for relatives and visiting professionals. Visitors were by appointment only with visits staggered to ensure ample time for thorough cleaning between appointments. All visitors were required to complete a health questionnaire and have their temperature taken and recorded. There was a plentiful supply of PPE for residents, visitors and staff.

People had individual risk assessments that included the risks from social isolation. The provider understood the impact this could have on people's wellbeing. People were supported to settle in with a welcome pack and facilities were in place to keep them socially stimulated while isolating. They had purchased a separate telephone and tablet computer for people to stay in touch with friends and family. People were also supported to access a secure outside space.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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

Coastal 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.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This targeted inspection was to ensure that the service was compliant with infection control and prevention measures for an additional 10 beds within the designated setting.

This inspection took place on 29 January 2021 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.