

## Minster Care Management Limited

# The Lakes

### Inspection report

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Date of inspection visit:  
25 January 2022

Date of publication:  
15 February 2022

### Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

The Lakes is a care home providing personal care for up to 47 people. There were 32 people living at the home at the time of our inspection.

We found the following examples of good practice.

The Lakes appeared clean and had no odours. Cleaning schedules were in place, equipment and high touch areas were cleaned regularly. The registered manager completed monthly infection, prevention and control (IPC) audits to ensure oversight and compliance with good practice and government guidance.

Staff wore appropriate personal protective equipment (PPE). Staff changed their uniform before and after their shift. There were designated rooms available for staff to store their clothes and take a shower. All staff received IPC training including how to take their PPE on and off. Staff had regular 'hand hygiene' checks to support effective hand washing techniques were being completed.

The registered manager maintained contact with relatives and kept them updated on any changes. Essential care givers were supported, and people could also nominate three people to visit them regularly. Government guidance had been followed to safely

Risk assessments were in place for people and staff regarding individual risk factors of COVID-19. Staff and people were regularly tested and had received COVID-19 vaccinations.

## 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**

# The Lakes

## **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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 25 January 2022 and was unannounced.

# 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 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.

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.