

Lotus Care Management Services Limited

Lotus Care Marmaduke Street

Inspection report

13 Marmaduke Street
Liverpool
Merseyside
L7 1PA

Tel: 01512610005

Date of inspection visit:
27 October 2020

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25 November 2020

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

Marmaduke Street is a residential care home providing personal and nursing care to people aged 65 and over. The service can support up to 48 people in one adapted building. The home is situated over two floors, with residential support offered downstairs and nursing support upstairs. Both sections of the home specialise in providing care to people living with dementia.

We found the following examples of good practice

- Safe procedures were followed for admitting people to the service. People were only admitted following evidence of a negative COVID-19 test. On moving into the service people were required to self-isolate for 14 days.
- Shielding and social distancing rules were complied with. The environment had been adapted to support social distancing. There was a dedicated part of the service identified to accommodate people should they test positive for COVID-19, develop COVID-19 or show symptoms.
- People living at the home and staff had access to regular testing.
- Guidance on the use of PPE and current IPC procedures were clearly visible across the service.
- Stocks of the right standard of personal protective equipment (PPE) were well maintained and staff used and disposed of it correctly.
- Staff had received infection control training were supported in their roles. We observed people with staff and saw that they had become comfortable with staff wearing appropriate personal protective equipment such as masks and apron
- Visits were pre-arranged and restricted to essential visitors. Visitors were provided with personal protective equipment which they were required to use throughout the visit.
- Staff reassured people throughout the pandemic and provided them with the support they needed to maintain regular contact with their family and friends through the use technology.

We were assured this service were following safe infection prevention and control measures to keep people safe.

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 this service were following safe infection prevention and control measures to keep people safe.

Inspected but not rated

Lotus Care Marmaduke Street

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

The service had been identified as having a number of people tested positive for Covid-19. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 22 October 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.