

Greenswan Consultants Limited

Pinelodge Care Home

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

Pinelodge Care Home provides accommodation, nursing and personal care to older people. The care home accommodates up to 140 people in one purpose-built building. At the time of the inspection 95 people were living there.

We found the following examples of good practice.

- People were supported to keep in touch with friends and family virtually.
- The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID-19.
- People and staff had engaged with the routine testing scheme. Where people received a positive test result for COVID-19, they were supported to isolate in their bedrooms for a period of 14 days. Staff were clear on what it meant to isolate and what symptoms of COVID-19 to look out for.
- Staff had received training on donning and doffing personal protective equipment (PPE), infection control and COVID-19. They had their competency assessed. They told us they had enough information to do their jobs safely. All staff we spoke with were clear on what processes were in place and why they were needed.
- Staff told us that the registered manager had been very supportive and gave clear leadership during difficult times.

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

Pinelodge Care Home

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 16 February 2021 and was unannounced.

Is the service safe?

Our findings

Preventing and controlling infection

- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The home is modern and purpose built however, some areas needed refurbishment to support better infection prevention and control.
- We were somewhat assured that the provider was using PPE effectively and safely. The registered manager and provider were continuing to work closely with the CCG to help ensure effective use and disposal of PPE.
- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. Staff did not take our temperature when we arrived at the service.
- We were somewhat assured that the provider was meeting shielding and social distancing rules. People were seated in a large spacious communal lounge area within a metre of each other.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. A person isolating in their room having tested positive for the virus, had their bedroom door wide open. There was no risk assessment to support this.

We have also signposted the provider to resources to develop their approach.