

Hill Care 3 Limited

Waverley Lodge

Inspection report

Bewick Crescent
Lemington
Newcastle Upon Tyne
Tyne And Wear
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Tel: 01912647292

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25 November 2020

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16 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Waverley Lodge is a 'care home'. Waverley Lodge provides personal and nursing care and support for up to 45 people who require support with personal care, some of whom are living with dementia. There were 31 people living at Waverley Lodge at the time of inspection.

We found the following examples of good practice:

- Staffing levels were safe. Staff were well supported by the registered manager and provider and had worked hard to support those who had to take time off work to isolate. There had been limited agency usage, for the purpose of additional support for one person, and the agency staff had been included in the home's testing programme.
- Staff wore PPE appropriately and received training and ongoing competence assessments to help them follow best practice.
- All visitors had to undergo a temperature check, a range of relevant questions, and were asked to sign in to the NHS contact tracing app. The registered manager had thought pro-actively about the implications of national guidance on visiting and had made a range of changes to the building to facilitate this, when guidance and restrictions allowed.
- The premises had been adapted where practicable to enable better social distancing for people and staff.
- The registered manager had worked well with external partners to ensure areas of good practice they developed were pro-actively shared to enable other services to better cope with the coronavirus pandemic.

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 the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Waverley Lodge

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act.

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 25 November 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.