

The Willows Blythe Bridge Limited

# Lindly House Care Home

## Inspection report

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Date of inspection visit:  
21 January 2021

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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

Lindly House is a residential care home that provides personal care for up to ten people in one adapted building. At the time of the inspection, nine people used the service.

We found the following examples of good practice.

- There was a visiting policy in place, which was shared with relatives. A temporary visiting hub had been implemented within the reception area of the service to ensure people remained safe.
- Staff helped people to utilise technology to maintain contact with their loved ones such as, video calls.
- Staff had continued to provide activities to help reduce social isolation and to promote people's mental wellbeing during the pandemic.
- Staff had received up to date training on infection control procedures, including Personal Protective Equipment (PPE). Competency assessments were carried out by the registered manager to ensure staff were following the correct guidelines.
- Additional touch point cleaning took place to lower the risk of cross transmission and changes had been made to the environment to encourage social distancing in communal areas.
- Staff were supported by the registered manager during periods of anxiety. There was an open and supportive culture within the staff team and the registered manager was aware of mental health services to signpost staff to if needed.

## 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**

# Lindly House 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 21 January 2021 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.