

Leicestershire County Care Limited

Lenthall House

Inspection report

Lenthall Square
Market Harborough
Leicestershire
LE16 9LQ

Tel: 01858463204

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05 November 2020

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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

Lenthall House is a registered care home that accommodates up to 40 older people with needs relating to dementia and other physical and mental health issues. The service has temporarily become a designated scheme to provide care and support to people with confirmed Covid-19 when they are discharged from hospital. At the time of our inspection there were 34 people using the service. Five beds will be used as the designated setting.

We found the following examples of good practice:

- The service had a designated visiting area with a separate entrance, so visits took place as safely as possible.
- Visitors followed the provider's infection prevention and control procedures which included temperature checks and completing a COVID-19 questionnaire.
- Staff contacted relatives weekly to report on their family member's well-being and update them on visiting arrangements. Some visits took place virtually using video phone calls.
- People using the service socially distanced. Communal areas were re-designed, so people could sit at a safe distance from each other.
- People were safely admitted to the service in line with government guidance.
- Systems were in place to shield and isolate people where necessary, taking into account their rights and best interests.
- Staff wore the correct PPE (personal protective equipment). They were trained in infection prevention and control and knew how to protect people from the spread of infection.
- The service put on extra socially-distanced activities to support people's well-being and prevent them becoming isolated. For example, a brass band played in an outdoor courtyard to entertain people who were indoors.
- People and staff were regularly tested for COVID-19.
- The premises were clean and hygienic throughout. The provider increased cleaning hours by 30 per week to ensure infection control guidance was followed. The premises was well-ventilated throughout.
- Care workers had regular one-to-one support from senior staff and access to mental well-being resources. There was a mental health first aider on site.
- The registered manager carried out checks and audits to ensure people received the care they needed and were kept safe. These were regularly reviewed.

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

Inspected but not rated

Lenthall House

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 for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

Is the service safe?

Our findings

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.