

Harbour Healthcare Ltd

Devonshire House and Lodge

Inspection report

Woolwell Road
Woolwell
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25 March 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

We found the following examples of good practice

Devonshire House and Lodge is a care home that provides personal and nursing care to 71 people aged 65 and over. The service mainly provides care and support to people living with dementia and /or have a physical or sensory impairment.

There were suitable arrangements in place for visitors to the care home. These included lateral flow tests (LFT), personal protected equipment (PPE) being available at the entrance and pre-booked visits. Temperature checks on visitors were carried out and recorded.

Visits were accommodated in a conservatory, whereby there were protective clear screens. There were outside areas which could also be used when the weather was good. The care home ensured that current guidance relating to visiting and having nominated visitors was followed, this also included for end of life care and visits in exceptional circumstances. The care home used social media and equipment to enable residents to maintain contact with family and friends.

Devonshire House and Lodge had tried social distancing for residents, but this had affected their mental wellbeing, so residents socialised together in their preferred groups. PPE was readily available around the home and staff and people had regular COVID-19 tests in line with guidance. A total of 68% of people living at the service had received both vaccines.

Current guidance on safe admissions to the care home was being followed. Information was gathered from hospital and if possible, from other relevant people.

The care home had not had any outbreaks of COVID-19, but the premises were suitable for implementing zoning if needed and the providers COVID-19 contingency plan was reflective of this..

Areas were set aside for putting on and taking off PPE. Clinical waste processes were effective, with clear signage on how to dispose of waste safely.

Staff had completed infection control training, which included specific COVID-19 modules. Regular audits were carried out for infection control, which included premises and hand hygiene audits, with action taken if needed.

The premises were visibly clean and hygienic and cleaning was carried out regularly, with enhanced cleaning on touchpoints, such as light switches and door handles.

The registered manager was able to access support from the provider, Public Health, and other care home manager's in the group of homes which Devonshire House and Lodge was part of. Staff only worked in one home and when needed, agency staff were block booked into shifts and participated in regular testing

provided by the agency they work for. Risk assessments were carried out for 'high risk' staff members.

Since the inspection the guidance around visiting had changed, therefore we contacted the provider who confirmed they had changed the visiting arrangements in line with the new guidance. This meant people could have two designated visitors inside the service, as well as window visitors.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated.

Inspected but not rated

Devonshire House and Lodge

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 24 February 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.