

## Baytree Community Care (London) Limited

# Baytree Lodge

### Inspection report

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Date of inspection visit:  
24 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

Baytree Lodge provides accommodation and personal care for 12 people in one care home and up to four people in the supported living service next door. At the time of our inspection there was 12 people using the service.

We found the following examples of good practice.

- The provider had appropriate arrangements for visiting to help prevent the spread of Covid 19. All visitors were required to complete a risk assessment and a checklist, prior to entering the building. Visitors had their temperatures taken on arrival and were screened for symptoms of acute respiratory infection before being allowed to enter the home. They were supported to wear a face covering and maintain hand hygiene during their visit.
- The provider had appropriate arrangements to test people and staff for Covid 19 and was following government guidance on testing.
- The provider ensured that staff received appropriate training and support to manage Covid 19. All staff had received training on Covid 19, infection control and the use of Personal Protective Equipment (PPE). Staff wellbeing was supported when they became unwell and when they returned to work.
- There were sanitiser points available throughout the building and thorough cleaning was done daily and a housekeeper was in place seven days a week. Care staff supplemented the housekeeper with cleaning, particularly the night staff.
- Chairs in the lounge and dining areas had been arranged to ensure social distancing measures were in place. People were supported to eat at differing times to facilitate social distancing. The ground floor had also been reconfigured to divide the lounge to accommodate social distancing.
- All people admitted to the home were required to have a test before admission and appropriate systems were in place to ensure safe transfer.
- The provider ensured that people using the service could maintain links with family members and friends. People were supported to keep in touch by phone, virtual technology, and visits in an appropriate area outside was available. Visits were facilitated in line with the latest government guidelines.
- Daily infection control checks were taking place and infection control was discussed daily during staff meetings.
- The provider had a named clinical lead who was providing regular weekly contact with the service.

- The provider had suitable policies and procedures in place to support staff in managing Covid 19 safely.
- We had visited the service due to concerns regarding an infestation of rodents, however, this had been dealt with and we found no ongoing concerns in relation to that or any other infection control issues.

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**

# Baytree 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 24 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.