

The Lady Nuffield Home

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Inspection report

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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

The Lady Nuffield is registered to provide accommodation, in an adapted building for up to 30 older people. On the day of our inspection 23 people were living at the home.

We found the following examples of good practice.

Additional activities had been introduced to promote people's well-being during the pandemic.

The home was spotlessly clean and a rigorous cleaning schedule was in place and followed by a dedicated domestic team.

Staff had been well trained and followed robust PPE [personal protective equipment] protocols.

Due to the layout and size of the building, social distancing was in place and followed. Staff had taken steps that supported people with social distancing wherever possible.

The management were aware of zoning guidelines but did not need to implement it as no people were Covid-19 confirmed or suspected in this location.

The provider ensured there was a sufficient stock of personal protective equipment (PPE) and the vetted supplier ensured it complied with the quality standards. Staff had infection control training and understood the correct donning and doffing procedure.

People were supported by a stable and committed team of staff whom they knew well. This helped people to recognize the individual staff with the need to wear face masks. Staff were well supported and praised the management team, comments included; "Management support has been really excellent."

The provider considered risks and impact of the inspection on the individual staff members, this included around their health conditions as well as their caring responsibilities.

Additional cleaning schedules had been introduced to reflect additional tasks such as cleaning of frequently touched surfaces. Regular audits took place which led to improvements and safety. For example, revised cleaning schedules and extra hand sanitiser stations.

Regular testing for Covid-19 was conducted for both people living at the service and the staff. There was a comprehensive contingency plan of what to do in case of an outbreak.

The provider ensured people's relatives were able to stay in touch with people. For example, by using technology and through safe, face to face visits in an adapted shielded room.

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?

Inspected but not rated

Inspected but not rated

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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 conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 08/04/2021 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.