

White Lodge Care Home Limited

# White Lodge Care Home

## 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

White Lodge Care Home is registered to provide accommodation and personal care for up to 23 older people. At the time of our visit there were 13 people living at the service.

We found the following examples of good practice.

Staff received training in infection prevention and control and were able to describe the correct use of personal protective equipment (PPE). The provider ensured there was a stock of appropriate PPE available.

Regular COVID-19 testing regime was in place for both, the people living at the home and the staff.

People were supported to see their relatives safely. The provider adapted one of the ground floor bedrooms into a designated visiting area that could be used as an alternative to visiting people in their bedrooms.

There were measures in place to ensure visiting professionals had been informed of the requirement surrounding safe visiting prior to coming into the service. These included the requirement to show proof of a negative lateral flow device's test result and the requirements to use the appropriate PPE.

The management team described several enhanced infection control measures that had been put in place where people needed to isolate. These included additional PPE, designated red bags for laundry and ensuring careful allocation of staff to reduce the risk of cross infection.

Staff reported good support from the local health professionals.

## 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**

# White Lodge 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 27 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were not assured that the provider's infection prevention and control policy was up to date.

### Visiting in care homes

People living at the service were supported to see their relatives safely. The provider identified one of the ground floor bedrooms as a visiting area that was used as an alternative to visiting people in their bedrooms.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

Staff told us about additional cleaning and disinfecting tasks that had been introduced during the pandemic

but there were no records of these. The management team told us, they were going to introduce additional records of these.

The provider's policies and procedures had not been updated and referred to the government guidance that was no longer current. The management team told us, they were going to review the policies.

We have also signposted the provider to resources to develop their approach.