

Mrs C Chesyre

Lilibet House

Inspection report

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Date of inspection visit:
21 October 2020

Date of publication:
04 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Lillibet House is a care home registered to provide accommodation with personal care for up to 30 people. Some people may have dementia.

We found the following examples of good practice.

- Families and people were encouraged and supported to use the electronic care planning system in place to post photographs and exchange messages with each other where they were unable to complete face to face visits. The provider advised us they were awaiting the installation of a log cabin in the back garden to accommodate face to face visits between people and their family and friends in inclement weather.
- The provider had sourced a taxi service to enable staff to travel to work safely and reduce use of public transport.

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 somewhat assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Lilibet 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.

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 21 October 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 admitting people safely to the service.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider's infection prevention and control policy was up to date.

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