

Bupa Care Homes (PT Lindsay) Limited

The Lindsay

Inspection report

47a Lindsay Road
Poole
Dorset
BH13 6AP

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15 February 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

The Lindsay is a purpose-built home and is registered to accommodate a maximum of 62 people who require either nursing or personal care. There were 54 people living there at the time of our inspection. The home is well equipped and has good communal facilities, which include a café, cinema and hairdressing salon.

We found the following examples of good practice.

People, staff and visitors to The Lindsay were protected from risks of infection as policies and staff practices reflected best practice guidance. This included admissions to the home, staff deployment and people required to self-isolate, for example if returning from hospital.

There were robust procedures in place for all visitors. Visits were by appointment only and supported by trained staff. Visitors had to complete a health declaration, have their temperature taken and have a rapid Covid-19 test. This indicated a positive or negative test result within 30 minutes. There was a designated visitors pod with sound loop for those hard of hearing. Personal protective equipment (PPE) was supplied as necessary. Video calls, emails and telephones were used as alternatives when visits were not possible.

The home looked visibly clean and hygienic throughout. There was a regular cleaning schedule in place which included a checklist for frequently touched areas such as door handles, handrails and keypads. There was a full complement of domestic staff. Spot checks were undertaken to ensure standards were maintained and the risk of infection minimised. The home used cleaning products as recommended by the local NHS Clinical Commissioning Group. All staff had received training in infection prevention and control (IPC).

The home had a plentiful supply of all required PPE and staff were observed wearing this correctly. Staff had received links to videos advising how to put on and take off their PPE. This helped ensure a consistency of approach.

People and staff were tested in line with government guidance and were participating in the national Covid-19 vaccination programme. The home had secured people's consent for this in line with the Mental Capacity Act 2005 (MCA). Where people did not have capacity to consent to Covid-19 related procedures contact had been made with relevant person's including legal representatives.

The registered manager and provider understood the importance of supporting people and staff member's mental wellbeing during the pandemic. People had individual Covid-19 risk assessments and had regular one to one sessions to keep socially stimulated. Staff were supported to shield where they had been identified as extremely clinically vulnerable. Where staff had experienced hardship, they had been supported to access a provider hardship fund.

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

The Lindsay

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 15 February 2021 and was announced.

Is the service safe?

Our findings

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.