

Lavender House Care Home LLP

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Inspection report

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11 January 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

Lavender House Care Home is a residential care home providing personal care to older people in one adapted building. The service can support up to 36 people.

We found the following examples of good practice.

The service was only receiving essential visitors at the time of our inspection. Any person entering the building had their temperature taken, completed a health questionnaire and wore full personal protective equipment (PPE) including a face visor.

The service had a dedicated visiting room which had a purpose-built wall and built in communication system. Although visits had been paused at the time of our inspection, the Registered Manager had a booking system in place so that relatives and friends could book appointments to visit when visits resume.

People were supported by staff in full PPE, whether that person was COVID-19 positive or negative. This is called barrier nursing. This is to protect both staff and people living in the service from spreading infection.

The registered manager told us that they had changed systems within the service to reduce the spread of infection. Staff entered through a back entrance immediately into a staff changing area where they changed into a clean laundered uniform.

The building was clean and free from clutter. During our inspection we observed staff cleaning communal areas. The registered manager told us that frequently touched areas were cleaned more often, and that staff used a sanitising machine overnight to sanitise communal areas. Maintenance staff followed a schedule to deep clean carpets and soft furnishings.

The registered manager told us that they were working collaboratively with the General Practitioner (GP) from the local surgery. The GP had been allocated to the service as a clinical lead, and they were well supported as a result.

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.

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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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 11 January 2021 and was unannounced.

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.