

Cleeve Lodge Care Limited

Cleeve Lodge Care Home

Inspection report

Cleeve Lodge Close
Downend
Bristol
BS16 6AQ

Tel: 01179702273

Date of inspection visit:
12 August 2020

Date of publication:
28 August 2020

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Cleeve Lodge is a care home that provides accommodation with personal care, over three floors, for up to 33 people. At the time of this targeted inspection 21 people were living in the home.

We found the following examples of good practice.

- ☐ Staff greet visitors at the entrance to the home, and direct them to the nearest handwashing facilities. Visitors are asked, usually in advance, to read and sign the risk assessment, have their temperature checked and complete a health declaration. Clear guidance is provided about what level of PPE is required for a visit. For example, for a contractor who will not access areas used by service users, a facemask only is required. For visitors such as visiting health professionals who will have access to service user areas, change of clothes and footwear, gloves, masks and aprons are required.
- ☐ A 'pen pal' scheme was introduced to help reduce social isolation during the pandemic. People living in the home have been delighted with the letters received from people who responded to their requests on social media, for a pen pal. The success of the scheme has been reported on, in the local news. A member of staff said, "You can just tell it brings joy and excitement and a letter means the world because it's a link to something familiar."
- ☐ People's independence has continued to be promoted. One person goes out into the community, usually independently. They have been supported by a member of staff, who has shown them the infection prevention and control measures required in public areas such as the local shops. The person has been provided with their own supply of hand gel and disposable masks. The person has also been advised and is aware of the procedure they need to follow when they return to the care home.
- ☐ Staff training was carried out in a number of ways. For example, to support staff learning, members of staff were tasked with completing mock simulations. This included the range of infection prevention and control measures they would need to take to keep everyone as safe as possible, if a person was suspected of having COVID-19. The actions they took, including how they communicated to others, were assessed as part of their supervision programme. The staff we spoke with told us they were confident about what they needed to do to keep people safe.
- ☐ Cleeve Lodge has developed a Safety Pledge detailing what action is being taken to keep people who use the service, staff and visitors safe. The operations manager commented, 'This helps us to share our values and reassure our service users and the community'.

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?

The service was safe.

Inspected but not rated

Cleeve 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 12 August 2020 and was announced. 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.

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.