

Mr Guy Haddow

# Lennox Lodge

## Inspection report

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25 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

Lennox Lodge is a residential care home providing personal care for older people, some of whom are living with dementia. The service can support up to 30 people and at the time of the inspection there were 21 people living at the home.

We found the following examples of good practice.

There had been an outbreak of Covid-19 affecting three people. During that time people were supported to isolate in their bedrooms and at the time of the inspection the isolation period had passed. The registered manager had followed government guidelines relating to visiting throughout the pandemic.

The registered manager had successfully implemented zoning at the home which had enabled those who tested positive for the virus to be looked after on a self-contained floor of the home. The home is split across three floors and separate dining areas had been created on each level. This further supported zoning and minimised the amount of people eating together at any one time.

We saw staff wearing personal protective equipment (PPE) appropriately. Staff had a dedicated entrance and exit area to the home and a room where they had their temperatures taken, changed into their uniform and put on PPE. Shifts had been staggered to reduce the number of staff starting and ending their shifts at any one time. PPE had been colour coded to make it clear to others who staff members were caring for. For example, staff wearing blue masks were looking after covid-19 free areas and those wearing red were looking after those who were being supported to isolate in their bedrooms. Staff remained dedicated to one area of the home. We saw several PPE stations across the home with bins for disposal of used items.

Several people at the home lived with dementia and the registered manager told us that the pandemic had had a negative effect on some people. To help reassure and support people the registered manager had over staffed the home for every shift. This allowed staff to spend more one to one time with people, talking to and reassuring them and helping them with activities. The home had purchased several iPads and people were helped to speak to their loved ones through video calls and facetime.

The home was clean and some ornaments had been removed to minimise cleaning areas. A dedicated cleaning regime was followed daily and all staff took their turn with cleaning duties. This enabled seven day a week cover and cleaning taking place on every shift. Cleaning regimes included high reach areas and frequently touched areas for example, door handles and tabletops. Windows were kept open whenever possible and during the winter extra heaters had been purchased to keep the home warm whilst allowing ventilation. This process had been risk assessed and the home maintained a comfortable temperature throughout.

All staff had completed training and refresher training in PPE, infection prevention and control and Covid-19 awareness. The registered manager was a visible presence across the home and used time to speak to staff and regularly check their knowledge of PPE and infection control procedures.

## 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**

# Lennox Lodge

## **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 25th February 2021 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 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.