

# Clandon Care Limited

# Hope Lodge

## Inspection report

149 Green Lane  
Ilford  
Essex  
IG1 1XW

Tel: 02084780235

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02 February 2022

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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

Hope Lodge is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided. The home is registered to provide support to a maximum of three people. At the time of the inspection there were two people using the service. The home is located in a residential area and each person had a room with washing and toilet facilities.

We found the following examples of good practice.

The premises were clean and tidy. Staff had attended infection prevention and control [IPC] training and knew how to reduce the risk of spreading infections. Staff knew where to go for advice to manage the impact of the pandemic. Personal protective equipment [PPE] was available to staff and they knew where and how to obtain this. Regular COVID-19 tests were undertaken including when visitors came to the service. Staff followed latest government guidance to manage the impact of the pandemic. The service worked well with local healthcare professionals in sharing information and communicating information about matters related to IPC. Regular audits were undertaken to ensure any gaps were identified and actions taken to mitigate the risk of cross infections. Relatives were positive about the way the service managed the impact of the pandemic.

## 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**

# Hope 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 2 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.
- The provider did not always follow the latest government guidance on visiting care homes. The service consulted people and relatives about visiting and made arrangements for people to see their loved ones in person or virtually using electronic devices.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service had policies and procedures in place to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. However, on our visit a member of staff at the service assumed that CQC staff were already vaccinated and did not need to be checked for vaccination status. The staff member realised the error and we discussed this with the provider who confirmed that they would ensure all staff are aware that CQC staff also needed to be checked for their vaccination status. We signposted the provider to

the latest government guidance on visiting care homes.