

Mr John and Mrs Joan Kershaw

Lancaster Court Residential Care Home

Inspection report

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17 March 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

Lancaster Court Residential Care Home is registered to provide accommodation and personal care for up to 30 people. At the time of this inspection there were 23 people living at the home.

We found the following examples of good practice:

- Staff were wearing the required personal protective equipment (PPE). They were aware of the correct process for the use and safe disposal of PPE in accordance with the relevant national guidance. Staff uniforms were laundered on the premises.
- A testing programme was in place to frequently test staff and people living at the home.
- The environment was clean and hygienic. Cleaning schedules were in place and touch-point cleaning was carried out frequently throughout the day. An environmental audit was undertaken three times a day and a more detailed audit each week.
- Family and friends were tested when they arrived for their pre-booked visit to their loved one. They were provided with PPE and the visiting guidance. A dedicated visiting room was located close to the front door and it was cleaned after each visit.
- In the absence of chiropody, the staff provided people with foot massages. In addition, one of the care staff with hairdressing experience had taken on the role of hairdresser as this was a need identified for people living at the home.

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

Lancaster Court Residential 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.

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 17 March 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.