

Acorn Lodge Limited

Acorn Lodge Care Centre

Inspection report

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Hackney
London
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19 October 2020

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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

Acorn Lodge Care Centre is a care home providing personal and nursing care to up to 98 older people who may have dementia and a mental health condition in a purpose built four storey building. We found the following examples of good practice.

The provider had established appropriate visiting arrangements to help prevent the spread of infection. Visitors booked appointment slots and were supported to wear personal protective equipment (PPE) and their temperature was checked before they met people living at the service to minimise the risk of the spread of infection.

The provider ensured people using the service, including those on end of life care, could maintain links with family members and friends. People were supported to have visits at a social distance from their relatives and friends in a designated area in the garden, during the summer and early Autumn. Family members unable to visit the service could stay in touch with people by phone and video calls. The provider took into account people's communication needs during these contact sessions.

The provider had established appropriate measures to test people living at the service and staff members for COVID- 19 and was following government guidance on testing. Bank staff with allocated shifts at the service were also tested as part of the provider's testing regimen.

The provider ensured staff received training and support to help prevent the spread of infection. All staff had received training on infection control, social distancing and the proper use of PPE. Staff and bank staff members were assigned to work on a particular unit only to help minimise the risk of cross infection. The provider had taken steps to promote staff wellbeing.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

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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 the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 19 October 2020 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.