

Buckland Care Limited

Hartwell Lodge Residential Home

Inspection report

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03 December 2020

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Ratings

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

Overall summary

Hartwell Lodge Residential Home offers accommodation over two floors for up to 32 people, some of whom are living with dementia or a learning disability. At the time of the inspection the home was providing care and support to 27 people.

We found the following examples of good practice.

- The home had a current outbreak of Covid 19 and were not allowing visits to people living in the home, this was in accordance with latest best practice. However, protocols were in place for all visitors to prevent the spread of infection and prior to the outbreak people were supported to receive visits in a safe way.
- People were admitted into the service safely. They were required to be tested for Covid 19 and isolate in their room for 14 days.
- When people needed to isolate in their rooms, they had been supported to maintain contact with those important to them, through video and phone calls. People had also been supported with additional activities provided by staff in the home to ensure their well-being.
- Comprehensive communication arrangements were in place to ensure people, staff and their relatives were kept up to date about Covid 19 prevention measures and the safety arrangements within the home.
- The provider had made appropriate arrangements to test people and staff for Covid 19 and was following government guidance on regular testing. For people who used the service that had a positive Covid 19 test, re-testing was planned to be undertaken 90 days after their positive diagnosis unless people became symptomatic then they would be re tested. This was in line with national guidance.
- Staff had received appropriate training and support to manage Covid 19. Staff had received training on Covid 19, infection control and the use of Protective Personal Equipment (PPE), including the correct way to put on and take off PPE. The deputy manager spoke very positively about the hard work and dedication staff had shown throughout the pandemic.
- The premises were clean, hygienic and well ventilated. Additional cleaning schedules had been introduced since the beginning of the coronavirus pandemic. For example, high touch areas such as door handles, and light switches were regularly cleaned throughout the day.
- Hartwell Lodge had clear policies, procedures and contingency plans in place regarding Covid 19 and infection control. Audits were undertaken, and actions were taken to ensure improvements were made. They had kept up to date with current government guidance and communicated changes to staff promptly.

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?

Further information is in the detailed findings below.

Inspected but not rated

Hartwell Lodge Residential 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 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 3 December 2020 and was announced.

Is the service safe?

Our findings

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.