

Lakeview Rest Homes Limited

Rosewood Lodge Rest Home

Inspection report

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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

About the service

Rosewood Lodge Care Home is a residential care home providing personal and nursing care to 21 people aged 65 and over at the time of the inspection. The service can support up to 24 people.

People's experience of using this service and what we found

People were cared for in a clean and homely environment. Risk assessments were carried out and staff could explain the reason for the assessments and how they followed them to help keep people safe. Staff deployment was structured to ensure people were safe. The registered manager reviewed staff levels as people's needs and occupancy levels changed.

All staff had access to and wore personal protective equipment (PPE). The home was registered to regularly test staff and people for COVID-19 infection. Infection control systems and audits ensured a clean environment people.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection: The last rating for this service was good (published 10 September 2019).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about staffing and the management of risk. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question, we had specific concerns about.

Details are in our safe findings below.

Inspected but not rated

Rosewood Lodge Rest Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about the management of risk and staffing levels.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

One inspector carried out the inspection.

Service and service type

Rosewood Lodge Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. This information

helps support our inspections. We used all of this information to plan our inspection.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with seven members of staff including the operations manager, registered manager, care workers, maintenance staff and the chef.

We reviewed a range of records. This included four people's care records and a variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about the management of risk and staffing. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- The registered manager assessed risks to keep people safe. Staff had up to date knowledge of risk management strategies to keep people safe. One person's care plan required updating. This was completed by the registered manager during the inspection.
- Staff knew how to support people in an emergency. People had personal emergency evacuation plans which ensured in case of a fire there was guidance on how to support people out of the building.
- The provider employed maintenance people to maintain the environment and minimise the risk of avoidable harm.
- Accident records had been reviewed to look for themes and trends with appropriate action being taken by the registered manager.
- Technology such as sensor mats were being used to alert staff when people required support to minimise risk. The registered manager had purchased additional stock to ensure support was always available should mats become damaged.

Staffing and recruitment

- Concerns had been raised related to staffing levels. We visited and spoke with day and night staff who told us there was enough staffing levels to keep people safe. One staff member said, "People are safe at night." A second staff member commented, "People who live here are safe."
- Staffing levels were reviewed by the registered manager as occupancy levels at the home changed.
- Staff were deployed on each shift and allocated specific tasks to ensure people received appropriate and responsive support to meet their needs.
- Staff were competent and skilled to complete the tasks related to their roles. Staff received support to gain work-based skills and qualifications. Additional training was available to enhance staff members professional development.

Preventing and controlling infection

- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. However, we had a discussion with the registered manager about best practice in relation to the storage of laundry.

We have signposted the provider to resources to develop their approach.

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was aware of 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 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.