

Oak Lodge Care Ltd

The Lilacs Residential Home

Inspection report

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Date of inspection visit:
25 January 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

The Lilacs Residential Home is a residential care home providing personal care without nursing for up to 17 people some of whom maybe living with dementia. At the time of inspection 15 people were using the service. The service is set over three floors in a residential area.

We found the following examples of good practice.

The manager had followed guidance on infection control procedures to safely support people living at the service during the pandemic.

People and staff had regularly been tested for COVID-19 and where positive results had been returned the manager had acted quickly to support people and mitigate risks.

All staff had received training on how to properly use PPE and there were good systems set up in the service to support the donning and doffing of PPE.

Guidance had been implemented to allow where possible, for relatives to continue to visit people safely. Where visits were unable to go ahead video and telephone calls had been used.

People had been supported to continue to access healthcare, this had included visits from the GP practice nurse. Staff monitored people's health daily with temperature checks and monitored oxygen levels if showing signs of being unwell. Information was shared with other health professionals when indicated.

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

The Lilacs 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 25 January 2022 and was announced. We gave the service one days 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.