

Care UK Community Partnerships Ltd

# Amberley Lodge - Purley

## Inspection report

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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

Amberley Lodge - Purley is a residential care home providing nursing and personal care for up to 59 people. At the time of our inspection there were 37 people living in the home.

We found the following examples of good practice:

The provider had developed new ways of recording observations about people's health which were shared with healthcare professionals in advance of appointments. This had reduced the need for external visitors to the home and had facilitated good virtual consultations with healthcare professionals.

The provider was following best practice guidance to prevent visitors to the home spreading COVID-19 infection. The provider kept in touch with family members and people's friends through regular phone calls, emails and video conferencing.

The provider had arrangements for visitors to meet with people in a visiting pod (designated area for visits) which was a converted room with a giant transparent screen separating the room and an intercom for people to speak with their family. The provider informed us they discussed visiting arrangements with families of people and one designated visitor from each family was allowed inside the visiting pod to sit next to the resident and another family member was allowed to sit on the other side of the visiting pod which had a separate entrance and they could see through the transparent screen and speak via the intercom. The provider informed they did a two-step visitor pod deep cleaning after each visit and visits were timed accordingly. All visitors were asked to complete a COVID-19 screening form on arrival, and had their temperature checked. A COVID-19 lateral flow test was carried out on all visitors and visiting professionals who were not on the national testing programme. All visiting professionals on the national testing programme were asked to show proof of their recent COVID-19 negative test. On entry all staff and visitors were asked to change their face masks in the toilet near the entrance. This was to ensure the safety of staff and people. People were supported to see their family in the garden during summer and markings were done in the garden to ensure social distancing.

To ensure people's well-being the provider performed monthly wellbeing assessments using a tool and people's mental state was monitored. If there was a decline in the mental state of people, they were offered extra support. For example, the activity co-ordinator spent more time with them. The provider had two activity co-ordinators who did individual and group activities. The provider had daily, weekly and monthly activity plans for people and all activities were performed within their social bubble in dedicated activity rooms on each unit. They used an application to tailor activities suitable for each resident. The provider informed due to COVID-19 they had stopped external entertainers.

The provider had built a cabin in their garden which could be set up as a pub or a restaurant for residents to use. This was done to improve the wellbeing of people. They had set up a room which could be used by residents to have a drink or play a board game. They had also set up a spiritual room to use for prayer and to

read spiritual books. The provider informed they had a Christmas mass for three residents in the visiting pod where a priest did a blessing.

The provider had an admissions process in place. People had a COVID-19 test within 24 to 48 hours prior to being admitted into the service and were isolated for 14 days following admission to reduce the risk of transmission of COVID-19. The provider informed they gave a virtual tour of their premises for family members before admitting a person to their home.

The home had three clean areas for staff to don and doff (put on and take off) PPE.

Our observations during the inspection confirmed staff were adhering to PPE and social distancing guidance.

The provider had ensured staff who were more vulnerable to COVID-19 had been assessed and plans were in place to minimise the risk to their health and 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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Amberley Lodge - Purley

## **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 making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider's infection prevention and control policy was up to date.

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