

# PLH Moorgate Holdco Limited

# Moorgate Lodge

## Inspection report

Nightingale Close  
Rotherham  
S60 2AB

Tel: 01709789790

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19 February 2021

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17 March 2021

## Ratings

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

# Summary of findings

## Overall summary

Moorgate Lodge is a care home which can accommodate up to 54 people who require accommodation for personal and nursing care. The home consists of one adapted building. At the time of our inspection there were 32 people living in the home.

We found the following examples of good practice.

- People were protected against the risk of infection.
- The home had systems in place to support relatives to visit their family members, minimising the risk of infection. The provider had installed a visiting pod, the pod was segregated with separate entrances for people and their relatives. This was fitted with an intercom and was thoroughly cleaned between visits. The only exceptions to these arrangements were visits to people placed on end of life care. Visits took place by prior arrangement; relatives had a lateral flow test (LFT) and personal protective equipment (PPE) was worn. Zoom calls had also been facilitated for relatives who were unable to visit.
- The registered manager and staff had considered how to prevent social isolation during the pandemic. They had put in place additional activities to ensure people's well-being.
- The provider had regularly updated policies and procedures to ensure they included changes and best practice guidance in relation to COVID-19. Staff had access to these, and they were regularly discussed at team meetings and supervision sessions to ensure staff had the most up to date information.
- We observed staff changed PPE, when appropriate, and washed and sanitised their hands. Staff changing facilities had been provided. Following our inspection, the provider improved these facilities to provide a dedicated room with WC and hand washing facilities to minimise the risk and spread of infection.
- Tests for COVID-19 were being carried out in line with guidance. Staff also had regular LFT to ensure any staff who were not presenting with any symptoms were identified promptly.
- The premises were clean and well maintained. There was a cleaning schedule in place and adequate cleaning hours to ensure it was maintained. Additional cleaning of high use areas had been implemented, including door handles, and handrails. We identified some areas that required attention that had not been picked up by the quality monitoring. However, the provider actioned these immediately and amended the audit tool to ensure any areas requiring attention were identified in future audits.
- Staff had completed training in infection control, COVID-19 and how to put on and take off their PPE. Staff were frequently briefed about changes in government advice that impacted on their role. Staff we spoke with confirmed this.

- Risk assessments were in place to consider and reduce any impact to people who used the service and staff who may be disproportionately at risk of COVID-19. These included Black, Asian and Minority Ethnic groups (BAME), people with learning disabilities and people with dementia.

## 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**

# Moorgate Lodge

## **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 19 February 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 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.