

GCH (Hertfordshire) Ltd

Heath Lodge

Inspection report

Danesbury Park Road
Welwyn
Hertfordshire
AL6 9SN

Tel: 01438716180

Date of inspection visit:
06 January 2021

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21 January 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Heath Lodge is a 'care home' that provides accommodation for up to 67 people. Rose Garden is a nine bed unit at the service which has been adapted for use as a designated care setting.

We found the following examples of good practice.

- The service was receiving professional visitors to the unit with robust infection control procedures in place. Visitors were received into the reception area on arrival where they were provided with guidance, personal protective equipment (PPE) and health screening was completed. Each visitor also had their temperature checked by staff on arrival.
- The service had planned steps to alleviate feelings of loneliness or isolation being experienced by people. The management team had prepared ways for people to maintain social contact with family and friends via technology and phone calls. 'Window visits' could also be facilitated to each bedroom, with robust infection prevention and control measures in place. 'Smart' TV's had been fitted to each bedroom and in-house activities had been sourced to be gifted to people for use during their stay.
- Staff were provided with a designated preparation area on arrival to and departure from the unit. PPE donning and doffing stations were placed throughout the unit, with ample PPE supplies available. Robust techniques and systems for waste disposal and laundry management were in place.
- Risks to people and staff in relation to their health, safety and wellbeing had been thoroughly assessed. There was a comprehensive support package for staff in place which included provision of training, uniform and laundry service, regular support and supervision sessions, access to a wellbeing service and financial assistance should they become unwell.
- The provider had developed policies and procedures in response to the coronavirus pandemic. The management team had drafted guidance and information for staff with detailed safe systems of work for the unit. Daily checks and 'walkarounds', alongside regular infection prevention and control audits were in place.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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

Heath 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.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This targeted inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 06 January 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.