

Renaissance Care Homes Limited

Mendip Lodge

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

Mendip Lodge is a residential care home registered to provide accommodation and personal care for up to 16 older people, many of whom may be living with dementia. At the time of this inspection the home had 16 people living there.

We found the following examples of good practice:

The home had followed current public health advice regarding visiting arrangements since the start of the pandemic but acknowledged the importance for people to have contact with their families and loved ones. Although there had been very few actual visits the staff team had helped people with making telephone calls and digital communications (video calls and text messaging for example). If a person had end of life care needs, they were able to have face to face visits from their family. Any visitors had to have a COVID-19 negative lateral flow test result (LFT) before being allowed to enter the home. The home did not have any waiting area therefore visitors had to be able to wait outside or in their car. The provider's visiting policy was shared with each person's family and they were updated as necessary regarding changes to this.

Any visitors were escorted to the person they were visiting and at the end of the visit they were escorted away from Mendip Lodge. They were not allowed to access any other parts of the home and entered the home via the best entrance, (patio door in bedrooms, side gate and rear of the home or main front door). After the visit, all touchpoints were cleaned and sanitised.

Staff entered the home via the front door. They were required to wear a face mask and use hand sanitising gel before entering. Hand sanitising gels were also placed in various places throughout the home, along with other personal protective equipment (known as PPE). Staff were being tested for COVID-19 each week three times – one full PCR test and two LFTs. Thirteen (of 17) staff had already had their first dose of the vaccine.

Visits from healthcare professionals such as GPs and community-based nurses and allied healthcare professionals were kept to a minimum. People's health care needs were being met because the registered manager used telephone calls and emails to share information and gain advice. All 16 people had received their COVID-19 vaccination – 15 had already had the two doses with one just needing their second dose.

We looked around the home. All areas of the home were clean and tidy. Housekeeping hours had been increased since the start of the pandemic in order to maintain the cleanliness of the home. Extra attention had been paid towards touchpoints (door handles, furniture and toilet facilities), and the service had a sanitising machine. This machine was used when a whole room needed to be sanitised. The registered manager and senior care staff monitored work practice, the cleanliness of all areas of the home, and staff compliance with wearing PPE.

People continued to be supported with their social and emotional needs. The activities coordinator and care staff provided a programme of nostalgic, musical and physical activities in either group activities or

one-to one. The registered manager had been exploring other ways for people to stay connected with their community. They had used video calls which were connected to the television so people could watch whilst they were out and about in the community, for example shopping.

Staff socially distanced from their colleagues and people as much as they were able. When they were delivering personal care, they wore their face masks and an apron as well. The staff supported people to leave space between themselves and others when in communal areas, to the best of their ability. The home has three reception rooms therefore there was plenty of space for people to spread out.

The home had admitted three people since the start of the pandemic; two people from their own home and one from another care home. The person had to have had a negative COVID-19 result before admission and was then isolated in their bedroom for a 14-day period. If a person was hospitalised, upon return to the home, these procedures would be followed.

If the home had an outbreak of COVID-19, people would have to be isolated in their bedrooms. The registered manager explained there could be a need for 1:1 care if a person could not remember to self-isolate.

Infection prevention and control training was part of the provider's mandatory training programme, but extra training had been delivered because of the pandemic. This had included hand hygiene, donning and doffing of PPE and LFT device training. The registered manager observed the staff using PPE and completed competency assessments.

The provider had updated their infection prevention and control policies, this now included Business Continuity Procedures and Pandemic Recovery Planning. The registered manager had regular contact with the local authority COVID team and kept abreast of any changes in policy provided by Public Health England, CQC and the Department of Health and Social Care.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Mendip 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 was 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 were looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection prevention and control measures the provider has in place.

The inspection took place on 18th February 2021 and was announced.

Is the service safe?

Our findings

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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.