

Completelink Limited

Prestwood Lodge

Inspection report

Wolverhampton Road
Prestwood
Stourbridge
West Midlands
DY7 5AN

Tel: 01384877727

Website: www.prestwoodcare.co.uk

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17 March 2021

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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

Prestwood Lodge is a care home which provides accommodation and personal care for up to 30 older people, and people with physical disabilities. At the time of our inspection, 16 people were using the service.

We found the following examples of good practice.

- People and their family members had been consulted on how visiting arrangements should be implemented at the home, following the relaxation of restrictions in March 2021. Individual visits went ahead by prior arrangement, with the requirement of visitors needing to undertake a Lateral Flow test and wear Personal Protective Equipment (PPE), in line with guidance.
- Some people preferred their visits to continue in the home's 'Pod', an adapted staffroom, with glass screen, voice intercom and separate access, which minimised the risk of the spread of infection.
- People also kept in touch with family and friends using video and telephone calls. Relatives and friends were kept informed via a regular newsletter and emails.
- The registered manager and staff had worked closely with public health and infection control professionals to effectively manage an outbreak in January 2021. New PPE stations had been introduced and staff had received additional training to safeguard staff and people using the service.
- The home environment was clean. Staff completed regular touch point cleaning and deep cleans and the provider had introduced a room disinfection system to ensure the risk of cross transmission was minimised.
- The layout of communal areas had been reviewed to promote social distancing, whilst maintaining a homely feel. Changes had been made to staff breaks to reduce mixing and ensure social distancing could be achieved.
- Staff felt supported by the provider and registered manager and had been offered the opportunity to access counselling to support their wellbeing during the outbreak.
- The registered manager was in regular contact with the provider and took part in weekly meetings hosted by the local authority, to ensure infection outbreaks were effectively prevented or managed.

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

Prestwood 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 17 March 2021 and was announced.

Is the service safe?

Our findings

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.