

Newcastle-upon-Tyne City Council

Byker Lodge

Inspection report

Bolam Way
Byker
Newcastle Upon Tyne
Tyne and Wear
NE6 2AT

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Date of inspection visit:
07 November 2022

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29 November 2022

Ratings

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

Summary of findings

Overall summary

Byker Lodge is a service which provides short stay care for people living with dementia, who require short term or emergency care. The service provides accommodation and personal care and support for a maximum of 25 people. The premises is split over 3 units, has a range of communal indoor spaces, and an outdoor space. At the time of the inspection there were 18 people using the service.

We found the following examples of good practice.

The registered manager and team worked hard to ensure staff, people and relatives were aware of the latest guidance regarding visiting and testing.

Staff responded to advice from visiting external professionals, for instance from Infection Prevention and Control (IPC) nurses.

Auditing and regular walkarounds of the service were effective in maintaining high standards of IPC practice and personal protective equipment (PPE) usage.

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

Byker 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the IPC practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 7 November 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider had measures in place to reduce the risks associated with COVID-19 related staff pressures

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 supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The décor of the building was tired in places and the registered manager was aware there were improvements needed in this area. They had plans in place to make improvements.
- 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.

Visiting in care homes

- The registered manager was aware of national guidance regarding visiting. They ensured people could visit their relatives and were encouraged to use appropriate PPE.