

Alliance Care (Dales Homes) Limited

# Birkin Lodge

## Inspection report

Camden Park  
Hawkenbury  
Tunbridge Wells  
Kent  
TN2 5AE

Date of inspection visit:  
02 November 2020

Date of publication:  
19 November 2020

Tel: 01892533747

Website: [www.brighterkind.com/birkinlodge](http://www.brighterkind.com/birkinlodge)

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Birkin Lodge is a residential care home for up to 50 older people with a range of health care needs including people living with dementia. At the time of this inspection there were 33 people living at the service.

We found the following examples of good practice.

The registered manager had appointed a nominated visitor champion to greet visitors on arrival. The visitor champion helped visitors to follow the procedures in place to prevent the spread of infection. The registered manager had designated an empty room within the home as a visitor's room. The visitor's room had guidance on hand-washing, sanitising procedures and personal protective equipment (PPE) for visitors to use.

The activity co-ordinator had set up a closed Facebook group for relatives. The group contained information about events and photos of people. Relatives could use the photos as a talking point during lockdown and one relative told the registered manager, "It is almost like I am there."

The registered manager had taken a person-centred approach to people's COVID-19 care planning. For example, the registered manager had made allowances for a person whose well-being had been severely affected by restrictions on visiting.

The registered manager had linked with a home treatment team which allowed referrals for people who were unwell. Doctors and nurses visited the service and provided health care support, such as setting up intravenous drips. The registered manager told us this had reduced the risk of people picking up infections outside of the home by preventing hospital admissions.

Further information is in the detailed findings below.

## 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 was following infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Birkin 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 conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 2 November 2020 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 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.

We have also signposted the provider to resources to develop their approach.