

Fern Holdings Limited

Queens Lodge Nursing Home

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

Queens Lodge Nursing Home is a residential care home and at the time of the inspection was providing personal and nursing care to 35 people aged 60 and over. The service can support up to 40 people.

At the time of the inspection there were strict rules in place throughout England relating to social restrictions and shielding practices. The ones that applied to the area this home was located were commonly known as 'Tier Four Rules'. This meant the Covid-19 alert level was high and there were tighter restrictions in place affecting the whole community.

We found the following examples of good practice:

There were good processes in place for putting on and taking off personal protective equipment (PPE) such as masks, gloves and aprons. Staff, management and visitors were using PPE correctly and there were robust procedures in place around the use of PPE.

Hand sanitiser and PPE were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands and regular use of hand sanitisers.

The provider and registered manager had comprehensive processes to minimise the risk to people, staff and visitors from catching and spreading infection. These included weekly testing of staff and at least every 28 days for people living in the home. People were also tested before admission and asked to isolate for a period of 14 days.

Where appropriate, and consistent with infection control rules, 'socially-distanced' visits had been taking place. At the inspection however, and consistent with enhanced restrictions, these visits had been restricted and were only allowed in exceptional circumstances to support those at the end of their lives. We noted the processes around this were consistent with the rules and were regularly reviewed and adapted to reflect latest guidance and legislation.

We noted the provider and registered manager had developed a visiting area in a suitable location within the home. This incorporated shielding and isolation processes to ensure visitors and residents were protected. The registered manager said that this would only be used when guidance allowed and the current rules were relaxed.

Visiting rules and process were communicated effectively to people using the service and their relatives. We noted regular emails were sent to relatives. People were also supported in contacting their friends and relatives by the use of social media and video messaging services. This assisted in promoting people's mental wellbeing.

Infection control policy and people's risk assessments had been completed and revised following the

pandemic so that people were protected in the event of becoming unwell or in the event of a Covid-19 outbreak in the home. Specific risk assessments could be used if people had characteristics or conditions which meant they were susceptible to serious illness.

Staff had received infection prevention and control training and were regularly supported to update their knowledge and skills in relation to best practice standards. There were sufficient staff to provide continuity of support and ensure safeguards were in place should there be a staff shortage.

Areas of the home could be segregated in the event of widespread infection so as to assist with appropriate isolation of people. The registered manager said separate staff members could be used to help in this situation.

Policies and infection control processes were regularly reviewed when guidance changed. The registered manager said this was an on-going process so that they kept up to date with developments and changes.

The home was clean and hygienic. The service had designated cleaning staff. All staff had received Covid-19 related supervision and the registered manager was proactive around ensuring staff had access to appropriate support to manage their wellbeing should it be required. We noted regular telephone contact with staff when they were isolating at their own home.

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?

People were Safe. We were assured the provider managed infection prevention and control at the time of the inspection.

Inspected but not rated

Queens Lodge Nursing Home

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 the Care Quality Commission's (CQC's) response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 12 January 2021 and was announced. It was announced because of the prevalence of Covid-19 in the geographical area and checks were made at the service before inspection to ensure it was safe to proceed.

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