

Lynden Hill Clinics Limited

Lynden Hill Clinic

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

Lynden Hill Clinic is a care home with nursing. It is registered to provide a service for up to 28 people and provides respite, rehabilitation, therapies and nursing care. At the time of our inspection 10 people were receiving personal care, nursing and complimentary therapies provided by the service.

Lynden Hill Clinic had just completed a short-term NHS contract, where they had been supporting the post-operative rehabilitation of people who had been transferred from a local hospital, which was supporting people diagnosed with coronavirus.

We found the following examples of good practice

- Information was readily accessible on arrival and before visits, to ensure visitors followed infection prevention and control guidance. The provider had implemented a booking system to mitigate the risk of infection transmission by people visiting their loved ones. This enabled staff to clean and sanitise the visiting areas between visits. Visitors were limited, ideally to one visitor, who did not have contact with other people using the service and minimal contact with staff.
- The service had set up weather-proofed seating areas in the gardens, which had been adapted to reduce the potential risk from the spread of infection.
- On arrival visitors were supported by a designated member of staff, to ensure they followed safe infection control/personal protective equipment (PPE) guidance and to check whether they had any coronavirus symptoms before entering the home.
- There were good facilities to wash hands/use hand sanitiser when entering and leaving the home. Prominent signage using simple instructions explained what people must do to ensure everyone's safety.
- Alternative forms of social contact were used for friends and relatives, for example; keeping in touch using technology and social media facilities.
- The home was very clean and hygienic. The home had a head of housekeeping and designated cleaning staff who were observed cleaning the home throughout the inspection. There were cleaning schedules in place to ensure the increased frequency of cleaning high touch areas such as light switches and door handles. All rooms were fully disinfected with a fogging machine when people had completed their rehabilitation.
- The service ensured people had tested negative for coronavirus by the hospital and from the community before the service agreed to admit them. All staff had recently received negative test results and the service was implementing weekly testing of all staff, in accordance with the government's 'whole home' testing

approach.

- Individual staff risk assessments had been completed which identified any vulnerabilities they may have in relation to coronavirus. This included increased risks to black, Asian and minority ethnic (BAME) people. Any mitigating action had been implemented by the provider. Staff identified to be at higher risk had been supported to shield at home in line with government guidance.
- The service had developed appropriate infection control policies and procedures in accordance with government guidance.
- At the time of our inspection no people required to be socially isolated. However, all rooms were single occupancy with en-suite showers. The provider was in the process of changing the en-suite showers to full wet rooms.
- Arrangements were in place to support staff to socially distance safely during breaks, for example; Closed communal areas, including the dining room had been designated and plans were being developed to increase the size of the staff room.
- If people required to self-isolate, fully equipped PPE stations were set up inside the individual bedrooms, with all required PPE in line with government guidelines.
- There were designated areas for donning and doffing PPE, and we observed staff putting on and taking off PPE in accordance with guidance.

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 safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Lynden Hill Clinic

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 25 August 2020 and was announced. 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.

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 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.

We have also signposted the provider to resources to continue to develop their approach to carrying out risk assessments for all of their workforce they have identified are at greater risk of coronavirus.