

HC-One No.1 Limited

# Acacia Lodge Care Home

## Inspection report

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05 January 2022

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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

Acacia Lodge Care Home is a residential home providing personal and nursing care for up to 40 people. At the time of the inspection there were 29 people in residence.

We found the following examples of good practice.

People were supported by staff to keep in touch with those important to them. Relatives and friends visiting the home were required to complete a COVID-19 test, had their temperature check and wore personal protective equipment (PPE), which included an apron and a mask.

Staff and essential care givers engaged with a programme of regular testing according to government guidance. Staff and visiting professionals were asked to provide evidence of their vaccination status against COVID-19 prior to entering the home.

We saw PPE was accessible within the home and staff used it in accordance with the most up to date guidance. Information about the correct use of PPE and handwashing guidance was displayed throughout the home.

Staff worked in designated areas of the home. In the event of an outbreak at Acacia Lodge, staff would use a separate entrance dependent upon which area of the home they worked within. This would help reduce the potential spread of infection amongst the staff and residents.

Cleaning schedules and recording documents had been designed specifically for each area of the home and were reviewed weekly. Guidance for the management of laundry had been laminated and displayed in the laundry area.

A monthly internal infection control audit was undertaken. The outcome of the audit was entered onto the provider's electronic recording system, and any improvements required were monitored for their progress and completion. A meeting was held with the heads of each department in the home following an audit to share the outcome and agree the actions where improvements were needed.

## 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**

# Acacia Lodge Care 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 CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 5 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate 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 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 were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.