

Mr & Mrs Y Jeetoo

Cherry Lodge

Inspection report

14 Lynton Road
New Malden
Surrey
KT3 5EE

Tel: 02082969188

Date of inspection visit:
28 January 2021

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04 March 2021

Ratings

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

Overall summary

Cherry Lodge is a residential care home accommodating up to nine people who have learning disabilities and/ or need support to maintain their mental health. There were eight people living there when we visited.

We found the following examples of good practice.

The home was cleaned to a high standard throughout. Cleaning schedules had been increased to ensure that specific areas identified as high risk of transmission of the virus, such as light switches and other touch points, were cleaned several times per day.

All staff participated in a weekly testing programme for coronavirus. In addition, staff took a lateral flow test (LFTs) prior to the start of each shift. If any staff member returned a positive test they were not able to work. Staff supported people who lived in the home to undertake regular tests. While the core staff team were isolating, the provider engaged exclusive agency staff who were also required to undertake LFTs prior to starting their shift.

The provider ensured that people were supported to manage their isolation period within their home. The service provided disposable cutlery, crockery and cups to reduce the risk of transmission through these items. The service also provided takeaway meals through the isolation period to reduce risks.

Staff supported people who lived in the home to understand the virus and the additional measures introduced in the home to reduce risks. Most people watched the news and understood the need to isolate, and did so without hesitation. Staff supported people to maintain contact with their loved ones through this period by video and phone calls.

There was enough personal protective equipment for staff to use and we observed staff using it according to government guidance. Staff told us how valuable they found the support they received from the registered manager, the provider, the local authority and the clinical commissioning group through this period.

The provider's IPC policy was up to date.

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

Cherry 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 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 28 January 2021 and was announced. We phoned the home a few hours before we planned to inspect, to ensure staff would be present to support our inspection.

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.