

Platinum Home Care (South Coast) Limited

Auburn Lodge Residential Home

Inspection report

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Selsey
Chichester
West Sussex
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Tel: 01243606587

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02 March 2021

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23 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

Auburn Lodge Residential Home provides accommodation and care for up to 14 older people. At the time of our visit, there were 12 people in residence. Accommodation is over two floors and includes communal lounges and a dining room. There is a large garden to the rear of the property.

We found the following examples of good practice.

People had been supported to use technology to keep in touch with family and friends. To promote safe and comfortable external visiting for people and their relatives, the provider had converted a garden building into a visiting pod. The pod used substantial screens to divide the area and visitors were provided with Personal Protective Equipment (PPE).

The provider had asked for feedback on their handling of the pandemic from people, staff, relatives and professionals. The feedback was positive. One relative wrote, 'We think you all do a fantastic job. We can't thank you enough.' A relative we spoke with said, "I think they've been absolutely amazing. It has been pretty strict but for the right reasons."

Staff had adapted some of their community activities so they could continue within the current restrictions. People had been exchanging letters with local nursery children and participated in an event they put on via video link. The children had gifted homemade bird feeders and paper Valentine's hearts to the home. A new link and friendship with a local child had also been forged. Thanks to an upgraded television, people had been able to continue an activity with an external provider via video link. During our visit, people were busily engaged and were enjoying their activities and each other's company.

Staff monitored residents to detect any early symptoms of Covid-19. These checks included twice daily temperature checks. Staff had been trained to use an Oximeter, this gives a reading of oxygen saturation levels in a person's blood and is useful when discussing a person's support needs with healthcare professionals.

Where people had medical appointments, they were always accompanied by a staff member. This helped to ensure social distancing was maintained and PPE was worn appropriately. It also helped communication and understanding.

The manager had clear procedures for infection and prevention control in place, which were understood and followed by staff. Staff were required to change on-site, and uniforms were laundered at the home. All staff had received additional training in infection prevention and control.

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

Auburn Lodge Residential 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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 2 March 2021 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 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.