

# Broadoak Group of Care Homes

## Broadoak Lodge

### Inspection report

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10 November 2020

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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

Broadoak Lodge is a residential care home that provides personal care and accommodation for up to 27 older people who may also be living with dementia. At the time of our inspection there were 22 people receiving a service. The service provides bedrooms and communal areas across one floor, supporting easy access and mobility for people using the service.

We found the following examples of good practice.

- Staff had received training in the use of personal protective equipment (PPE), and we saw this was accessible throughout the home. Staff used it in accordance with the most up to date guidance.
- There was a clear process for visitors, which included a temperature check, the wearing of PPE and designated visiting areas. At the time of the inspection, visits for all but health care professionals had been suspended due to a recent outbreak and national lockdown. People were supported to maintain contact with friends and family through social media and telephone calls.
- Cleaning schedules had been increased to ensure touch surfaces were cleaned regularly and additional cleaning to maintain good hygiene standards.
- The registered manager held regular meetings and ensured any new guidance was shared with staff. Individual risks for staff had been identified and assessed and they were supported through regular supervision, competency checks and an 'open door' policy.
- People were provided with regular information and updates which enabled them to choose where and how they wished to spend their time.
- Staff promoted and practised safe social distancing throughout the home as far as is reasonably practical. Clear systems were in place to shield and isolate people during outbreaks.
- People and staff were regularly taking part in the COVID testing programme. People's consent was sought through best interest decisions. People, relatives and staff were kept well informed on the need for testing and any changes in infection prevention and control guidance.
- The infection control policy was up to date. We reviewed audits which reflected actions had been taken to maintain the standards within the 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?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Broadoak 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 10 November 2020 and was unannounced.

# 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.