

Mr Poorun Bhugooa & Mrs Malawutty Bhugooa

Navara Lodge

Inspection report

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Tilehurst
Reading
Berkshire
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Tel: 01189424692

Date of inspection visit:
25 February 2021

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18 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

Navara Lodge is a care home located in Reading, Berkshire. The home provided care for up to 18 older people, some of whom are living with dementia. At the time of our inspection in February 2021, there were 18 people living at the home.

We found the following examples of good practice.

People had been supported to keep in touch with their families throughout the COVID-19 pandemic. Staff provided support where necessary so that people could phone or video call their families. Letters and cards were also sent to families and friends. Visitors to the service used a outside area or room in the home which had its own designated access to manage the flow of visitors. The expectations and procedures for visitors to the service were clear. Visitors were asked to enter the home from the back of the property where they were provided with guidance, personal protective equipment (PPE) and health screening was completed. Each visitor also had their temperature checked by staff on arrival.

The provider had developed policies and procedures in response to the coronavirus pandemic. These policies had been adapted to reflect the changes throughout the last 12 months. The guidance and information for staff was clear with detailed safe systems of work for the home.

The registered manager understood the requirements to ensure correct infection control standards and protocols were in place. At the time of the inspection there were no visible signs or concerns regarding infection control or the cleanliness of the home.

Mechanisms were in place to support of staff, and risk assessments had been completed with staff or people who used the service who were identified as facing higher risks from COVID-19. Staff were regularly tested for COVID-19 and had received COVID-19 vaccinations. Staff who were unable to receive the vaccination had a risk assessment to ensure any further risk of spreading the virus was mitigated.

People were supported in a person centred way, when implementing the changes and procedures required to minimise the risk of COVID 19 in the home. We heard of examples of how individuals had been supported with real compassion and understanding when they had become distressed during this time.

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

Navara 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 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 25 February 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 noted that not all health and safety policies, procedures and risk assessments had been reviewed for a COVID 19 impact. For example, changes or interim requirements for fire safety and in the event of an evacuation. Following the inspection, the provider shared evidence that their health and safety policies and procedures had been reviewed to consider any COVID 19 impact. They had also reviewed people's personal evacuation plans to ensure risks were mitigated in the event of an emergency.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider's infection prevention and control policy and processes were up to date. The provider did not have a spillage kit at the time of inspection, which did not align with the providers infection control policies. Following the inspection, the provider shared evidence that the spillage kit had been purchased for the home. We noted the last infection prevention and control audit had been completed in March 2020 and no further review of this audit had taken place at the time of inspection. The provider had not ensured infection, prevention and control practice was regularly reviewed and processes were being followed correctly, particularly throughout the COVID 19 pandemic.

We have also signposted the provider to resources to develop their approach.