

Country Court Care Homes 7 OpCo Limited

Lakeview Lodge Care Home

Inspection report

2 Elba Gate
Newton Leys, Bletchley
Milton Keynes
MK3 5QU

Date of inspection visit:
18 January 2022

Date of publication:
25 January 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Lakeview Lodge Care Home is a care home providing personal and nursing care for up to 66 people. At the time of Inspection 65 people were being supported by the service.

We found the following examples of good practice.

The registered manager had taken steps to ensure staffing was sufficient to fully meet people's needs. Staff had worked flexibly and had gone above and beyond during the pandemic, to ensure people received safe care and support.

Safe arrangements were in place for visitors to the service. This included the completion of risk questionnaires, hand washing and sanitisation and wearing personal protective equipment (PPE).

Staff and essential care givers engaged with a programme of regular testing according to government guidance and we saw this taking place on the day of our visit. Staff and visiting professionals were asked to provide evidence of their vaccination status against COVID-19 prior to entering the home.

PPE was accessible on all floors throughout the home and staff and visitors used it in accordance with the current Government guidance. Posters about the correct use of PPE and handwashing guidance were displayed throughout the home.

Isolation, cohorting and zoning was used to manage the spread of infection. This meant people self-isolated in their rooms when necessary.

A regular programme of testing for COVID-19 was in place for people living in the home and staff. This meant swift action could be taken if anyone received a positive test result.

Policies, procedures and risk assessments related to COVID-19 were up to date which supported staff to keep people safe. All staff had completed training in relation to infection controls.

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

Lakeview 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 18 January 2022 and was announced. We gave the service 15 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider 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.