

Voyage 1 Limited

Pembroke Lodge

Inspection report

2 Pembroke Avenue
Newcastle Upon Tyne
Tyne And Wear
NE6 4QU

Tel: 01912245803

Date of inspection visit:
16 June 2022

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12 July 2022

Ratings

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

Summary of findings

Overall summary

Pembroke Lodge provides care, support and accommodation for up to 15 people with physical and mental health needs. Accommodation was spread over two floors. At the time of the inspection there were 15 people living at the home.

We found the following examples of good practice.

The registered manager had identified, assessed and mitigated all COVID-19 related risks to people, staff and visitors.

The registered manager had an effective monitoring system in place to check that the service was following government guidance and the provider's own policies.

Staff were confident and knowledgeable about government guidance and what visitors were required to do prior to entering the service. Professional visitors provided a negative lateral flow test result from that day.

Staff and people received regular testing for COVID-19. People were encouraged and supported to leave the service to visit relatives or access the local community. Relatives were able to visit their family members in communal areas and the garden.

Staff wore appropriate PPE and had access to this throughout the home. Staff had received additional training during the pandemic about correct PPE usage and infection prevention and control from the provider.

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

Pembroke 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 16 June 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they 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.
- People were encouraged and supported to leave the service to visit relatives or access the local community. Relatives were able to visit their family members in the home.
- Professional visits had to provide a negative lateral flow test before entering the service.