

Signature of Hindhead (Operations) Ltd

# Signature Moorlands Lodge Care Home

## Inspection report

Moorlands Lodge  
Portsmouth Road  
Hindhead  
Surrey  
GU26 6TJ

Tel: 01428605396

Date of inspection visit:  
11 March 2021

Date of publication:  
25 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Signature Moorlands Lodge Care Home provides facilities and services for up to 106 older people who require personal or nursing care. The service is purpose built and provides accommodation and facilities over three floors. There were 75 people living at Moorlands Lodge at the time of our inspection.

We found the following examples of good practice.

Adaptations had been made to the way the building was used to enable people to receive visitors safely. This included a sheltered outside area, a visiting pod with intercom system and designated visitors' room. A booking system was in place which also covered early evening and weekend visiting.

The home was clean and hygienic throughout. Cleaning schedules were detailed and closely monitored. These included frequent cleaning of high touch areas such as handrails and doors. Furniture had been arranged to encourage people to maintain a safe distance whilst still creating a relaxed environment where people could socialise. Where people found it difficult to maintain social distancing, additional measures had been implemented such as more frequent cleaning and hand hygiene.

Staff had access to personal protective equipment (PPE) and were observed to wear this in line with government guidance. Regular training was provided regarding how staff should use and dispose of PPE safely. Testing for COVID-19 for staff, people and visitors was completed on a regular basis. A testing co-ordinator had been appointed to ensure this was carefully recorded and monitored.

## 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**

# Signature Moorlands 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 the COVID-19 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 11 March 2021 and was announced.

# Is the service safe?

## Our findings

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.