

Life Care (UK) Limited

Courtlands Lodge

Inspection report

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Date of inspection visit:
11 February 2022

Date of publication:
04 March 2022

Ratings

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

Summary of findings

Overall summary

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. It was triggered because the service had recently experienced a COVID-19 outbreak at the service. So we assessed the management of this outbreak. 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 11 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Please see detailed findings below

Inspected but not rated

Courtlands Lodge

Detailed findings

Background to this inspection

Courtlands Lodge is nursing home. The service provides accommodation and personal care for up to 29 people. At the time of our inspection, there were 17 people currently using the service.

We found the following examples of good practice:

The service was clean. There were clear cleaning schedules to ensure that all areas of the home were cleaned. This included the regular cleaning of high touch point areas. Good governance ensured that this clean environment was maintained.

Visiting procedures were robust to reduce the risk of COVID-19. All visitors followed current government guidance, including: taking a covid test before entering the service, putting on suitable personal protective equipment (PPE) and only accessing safe and suitable areas of the service.

The service had experienced a COVID-19 outbreak. Staff spoke highly of the registered manager's oversight of this. We found that the correct procedures were followed to reduce the risk of transmission around the care home.

Staff had received training in COVID-19, and infection prevention and control. They received regular spot checks to ensure that they were following this training. We saw that staff followed best practice guidance and had good knowledge with spoken to. Information and ongoing government guidance in the management of COVID-19 was shared with staff.

Staff participated in the testing and vaccination programme. We observed staff wearing the correct PPE throughout our inspection. Staff knew the current government guidelines and spoke positively about the support they had received from the registered manager and provider.

People had been supported to participate in the COVID-19 testing programme and vaccination programme. People's individual risks in relation to COVID-19 had been assessed.

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.
- The service facilitated visits in a safe way and in line with government guidance. Visitors were supported to access personal protective equipment and see people in a safe way.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.