

Wilton House Limited

# Wilton Lodge Residential Home

## Inspection report

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15 February 2022

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Wilton Lodge is a care home supporting up to 36 people with personal care. At the time of this inspection 36 people were living at the home. The home was purpose built and was divided up into two floors. Some people were living with different forms of dementia.

We found the following examples of good practice.

There were safe visiting processes which were overseen by staff when visitors entered the home. There were no restrictions on visiting.

Professionals visiting people at the home had to show their COVID-19 vaccination passes or show proof of their exemption. The registered manager checked that all staff working in the home had received their COVID-19 vaccinations.

Staff were checking people's temperatures and oxygen levels daily to see if people had COVID-19 symptoms. The registered manager made sure people who consented to, received COVID-19 tests as directed by government guidelines. Staff promoted social distancing when possible and amongst themselves. Staff wore personal protective equipment (PPE) correctly. The registered manager had ensured this was made available throughout the home. Staff had received recent refresher training on PPE and infection protection control (IPC).

People who needed to, were supported to shield from others when they had returned for an emergency hospital admission.

The home looked clean and there were no malodours. The staff supported people in a calm and kind way.

## 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**

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## **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 15 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The registered manager 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 making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.

There were some IPC risks associated with the environment. Paintwork and some furniture were dented and damaged which made it difficult to keep these areas clean and free from infection. Some items in people's rooms like curtains and electric light cords were dusty and stained. The registered manager said they were developing an environmental improvement plan to address these issues.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. The provider had not ensured there was an outbreak policy and plan which referenced how this would be managed, including the deployment of staff about the home. People who were clinically vulnerable did not always have an individual risk assessment, outlining how they would be protected in the event of an outbreak or if they tested positive for COVID-19. The registered manager told us they would address these shortfalls.
- We were informed by the registered manager there were no restrictions on visitors. We saw evidence of safe practices which followed current government guidance about visitors entering the home. The registered manager ensured other visiting arrangements were available if people were uneasy about a face to face visit.

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.

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