

Tricuro Ltd

Coastal Lodge

Inspection report

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18 November 2020

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Ratings

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

Overall summary

Coastal Lodge is a purpose-built care home. It specialises in providing short term rehabilitation and reablement to people, as a step down from hospital following an admission, or as a step up from the community with a view to preventing a hospital admission. The home can support up to 35 people and is arranged over four separate units.

The provider had set aside one of these units as a designated area of the home in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This part of the home can support up to 10 people.

We found the following examples of good practice

There was a detailed pre-admission procedure for staff and people to follow. A designated team of appropriately trained staff had been identified to work solely in the isolation unit to prevent cross infection. The home had liaised with local hospitals to ensure they understood the unit would support no more than one admission per day. This helped ensure safety was maintained and people had the appropriate support to settle in.

The unit was visibly clean and hygienic. There was a designated domestic staff member and a detailed cleaning schedule. This included individual rooms and communal areas. When people left the unit, their room was left empty for 72 hours and decontaminated before any new admission to that room. Laundry from this designated unit was done separately to laundry from other areas of the home.

The provider had a clear visiting protocol for people, relatives and staff to follow. Visits were by appointment only and were carefully managed to ensure they met the latest government guidance. All visitors were required to complete a health questionnaire and have their temperature checked. When this was completed satisfactorily, they were supplied with the required Personal Protective Equipment (PPE).

The provider had recognised the potential impact of isolation on people's wellbeing. In addition to facilitating visits and providing 1:1 activities, the provider had purchased tablet computers and mobile phones to facilitate contact between people and their family and friends. People also had the opportunity for socially distanced access to a designated, secure outside space. These initiatives helped maintain people's mental and physical wellbeing.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Coastal 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.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 18 November 2020 and was announced.

Is the service safe?

Our findings

Our findings

S5□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.