

The Salvation Army Social Work Trust

Lyndon House

Inspection report

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08 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

Lyndon House is a 'care home' registered to provide accommodation and personal care to up to 32 older people, some of whom may live with dementia. At the time of our inspection there were 22 people living at the service.

We found the following examples of good practice.

The service was receiving visitors with clear infection control procedures in place. Visits for family members and friends were pre-arranged, with all visitors being provided with rapid testing for COVID-19, guidance and personal protective equipment (PPE). The service had designated areas in the building where visits could be facilitated, if people or visitors did not wish to meet in people's bedrooms. Virtual visits could also be facilitated via video call, if this was preferred.

PPE was available throughout the service, with ample stocks kept. Staff were seen to be maintaining social distance and adhering to the PPE guidance and protective measures in place.

The service was engaged in the routine testing scheme, with all staff and people living at the service being tested for COVID-19 on a regular basis. Staff maintained a comprehensive record of the completion of tests, and documenting results, for themselves and the people living at the service.

Management oversight and daily checks, alongside regular infection prevention and control audits were in place.

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

Lyndon House

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 08 February 2022 and was unannounced.

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.

Visitors were being welcomed to the service in line with Government guidance. Throughout the pandemic, staff had created numerous ways for safe visiting to be facilitated at the service. Communal rooms had been adapted, outdoor spaces had been used during warmer weather and, during national lockdowns, technology had been used to enable people to see and speak to their loved ones via video calls. The registered manager showed a clear dedication to ensuring people were supported to maintain social contact with their family members and friends, whilst ensuring adherence to current Government guidance and maintaining infection control processes.

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.