

R.M.D. Enterprises Limited

Stanborough Lodge

Inspection report

Great North Road
Welwyn Garden City
Hertfordshire
AL8 7TD

Tel: 01707275917

Date of inspection visit:
24 February 2022
03 March 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

Stanborough Lodge is a 'care home' registered to provide accommodation and personal care for up to 25 older people. At the time of this inspection 21 people were living at the service.

We found the following examples of good practice.

Clear infection control procedures were in place for visitors. Visits were pre-arranged, with visitors being provided with a rapid test for COVID-19, guidance and personal protective equipment (PPE). If used, the designated visiting area was cleaned between visits.

The service had a process in place to ensure safe admissions. Admissions were carefully planned, with COVID-19 tests being undertaken and periods of isolation being completed where required.

The service was engaged in the routine testing scheme. Staff were completing lateral flow tests before each shift they worked, with all people living at the service being tested for COVID-19 every four weeks.

PPE stations were seen to be situated throughout the building, providing easy access to staff. Staff had received training in Infection Prevention and Control (IPC) and the safe use of PPE.

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

Stanborough 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.

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 24 February 2022 and was unannounced. The manager of the service was unavailable on the day of our visit; we spoke with them via a video call on 03 March 2022.

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 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.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The service is an older property, with some areas of the building requiring maintenance. The manager confirmed a programme of refurbishment is planned for the coming months. In addition, some areas of the service, such as the designated changing area for staff, were cluttered. These issues could inhibit effective cleaning and present an infection or transmission risk.

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

Visits to the service were being restricted at the start of this inspection. This was with regards to limiting the days of the week when visits were being facilitated, the number of visiting appointments on these days and the duration of a visit. This was not in line with Government guidance. We raised this as a concern with the provider, who agreed to review the visiting arrangements in place. As a result, visiting opportunities were increased to seven days a week, with designated visiting hours and for a longer duration. The manager also gave assurances that they would use their discretion and facilitate visits outside of these arrangements should there be an individual need for a person living at the service or their visitors.

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.