

Anchor Hanover Group

Nelson Lodge

Inspection report

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Date of inspection visit:
11 February 2021

Date of publication:
22 March 2021

Ratings

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

Summary of findings

Overall summary

About the service

Nelson Lodge is a residential care home providing personal and nursing care to 50 older people at the time of the inspection. The service can support up to 64 people in four units over two floors in one adapted building.

We found the following examples of good practice.

The service was not allowing any visiting at the service at the time of this inspection, unless for exceptional circumstances for example, if a person was receiving end of life care.

People were supported to have regular contact with their families and friends via video calling and telephone calls.

The building was clean and free from clutter. The deputy manager told us that staff were undertaking cleaning of areas and items which were touched on a regular basis. We witnessed this during our inspection.

Any visitor or contractor entering the service were asked to undertake a lateral flow test, (this is a rapid result test process for COVID-19), to complete a health questionnaire and were asked to wear full personal protective equipment (PPE).

There were hand sanitiser stations at the entrance to each unit. On the entrance to each unit there is a list of room number that were colour coded, this highlights the status of each person. Where a person is isolating there was a supply of PPE, hand sanitiser and a clinical waste placed outside their room.

Staff changed into their uniform and applied their PPE before starting work. Spot checks on staff competencies were in place for example hand hygiene and PPE assessments.

The registered manager told us that they were working collaboratively with colleagues from the Local Authority and CCG (Clinical Commissioning Group) and were well supported as a result.

Whole home testing was in place for people, visitors and the staff.

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

Nelson 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 11 February 2021 and was unannounced.

Is the service safe?

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 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.

We were somewhat assured that the provider was using all available forms of PPE effectively and safely. Staff were not always wearing their face masks at all times. We discussed this with the registered manager.