

Mrs Elizabeth Mary Coquelin

# Norway Lodge Nursing Home

## Inspection report

10-12 Reservoir Road  
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Merseyside  
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09 February 2021

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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

Norway Lodge Nursing Home is a residential care home providing personal and nursing care to a maximum of 29 people aged 65 and over. At the time of the inspection the service was supporting 21 people. Care was provided over three floors for people with complex healthcare needs and those living with dementia.

We found the following examples of good practice.

- Safe procedures were followed for admitting people to the service. Adapted assessment processes were completed, and people were only admitted following evidence of a negative COVID-19 test.
- Visitors were able to spend time seeing and speaking with loved ones in a suitable safe space by arranged appointments. The provider had purpose built a 'visiting pod' in the homes grounds that was made to feel homely and welcoming. Personal protective equipment (PPE) such as gloves, masks, aprons and face shields were available for visitors. Additionally full screens were in place to ensure social distancing.
- Following the visits the pod was then fogged/disinfected following visits and there was an hour between each use.
- Visitors had their temperature taken on entering the service. Telephone calls and virtual methods were used to communicate with friends and family keeping them up to date with any changes and informing them of the current IPC visiting guidance.
- There were safe measures in place to facilitate visits for people receiving end of life care and where it had been assessed as being in the persons best interest due to their wellbeing.
- Regular home testing was in place. Stocks of the right standard of personal protective equipment (PPE) were well maintained and staff used and disposed of it correctly.
- Staff had been trained in infection control practices and refresher training had been arranged. The provider regularly checked staff practice and knowledge.
- The home had a designated cleaning and laundry staff team who used recommended chemicals and audits on cleanliness and infection prevention and control were completed.
- The staff changed their clothes on site before and at the end of their shifts and their uniforms were all laundered on site to minimise the risk of cross infection.
- People had been supported to access GP's and other health professionals to receive care and treatment as they required.

## 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**

# Norway Lodge Nursing Home

## **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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 09 February 2021 and was announced.

# 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 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.