

Martin Jay & Joanna Jay & Thom Wight

Cherry Lodge

Inspection report

23-24 Lyndhurst Road
Lowestoft
Suffolk
NR32 4PD

Tel: 01502560165

Date of inspection visit:
04 March 2021

Date of publication:
31 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

Cherry Lodge is a residential care home which provides accommodation and personal care for up to 27 people. At the time of the inspection there were 26 people living in the home.

We found the following examples of good practice:

People living in the home and staff were tested regularly for COVID-19 at the intervals stipulated by government guidelines. Relatives and friends visiting people living at Cherry Lodge were tested using rapid lateral flow tests (LFT). The LFT involves self-administering a nose and throat swab. The sample is processed on-site.

The service was proactive in securing good stocks of personal protective equipment (PPE).

The service was booking visitors in at a time that suited people and was spaced out to reduce the risk of potential infection transmission with other visitors. Visitors were also provided with appropriate personal protective equipment, including a surgical face mask, gloves and an apron. Visitors were escorted in and out of the building by staff to avoid access into other areas of the home.

People were also supported to stay in contact with their relatives and friends via telephone and video-calling. Rooms on the ground floor benefitted from large windows, which enabled people to receive window visits.

Most staff employed at the service had received training on infection prevention and control, COVID-19, and the correct use of Personal Protective Equipment (PPE).

Guidance was given to the service to enable them to strengthen and improve internal systems and processes. All recommendations were considered and acted on promptly.

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?

Further information is in the detailed findings below.

Inspected but not rated

Cherry 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 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 4 March 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 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.

Areas that we were somewhat assured included:

- We were somewhat assured that the provider was using PPE effectively and safely. However, we observed two staff members pull down their mask to take a drink and then put it back. They did not wash their hands after touching their mask. This increases the risk of COVID-19 transmission.
- We were somewhat assured that the provider's infection prevention and control and COVID-19 policies and procedures were up to date with the latest guidance and covered all risk areas identified. These needed bringing up to date to ensure people who lived at the service were not at risk. Infection control audits were not identifying areas that required improvement. Following the inspection the manager has amended audits and increased frequency of checks.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Some clinical waste bins needed to be replaced, and laundry procedures did not always ensure the mitigation of cross contamination.

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