

Hill Care 3 Limited

# Waverley Lodge

## Inspection report

Bewick Crescent  
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Tyne And Wear  
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Tel: 01912647292

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18 August 2020

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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

Waverley Lodge is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. Waverley Lodge provides personal and nursing care and support for up to 45 people who require support with personal care, some of whom are living with dementia.

We found the following examples of good practice:

- Relatives were sent information of what to expect when visiting people and were provided with PPE if needed. All visits were risk assessed and steps put in place to mitigate any identified risks. People met with their relatives outside the service in designated areas which were clearly marked out to follow social distancing principles. People were also supported to stay in contact with relatives via video chats and telephone calls to help reduce the risk of social isolation. There were set procedures in place for any visitors to the service which included a temperature check, handwashing and a COVID-19 assessment form.
- Social distancing was observed by staff and the service had placed furniture in a way which helped to maintain distancing between people in communal areas. Staff wore PPE at all times and there were no issues regarding the supply of these. There was clear guidance and information located around the service along with designated rooms for changing clothing, testing, handwashing and training.
- Staff and people had COVID-19 related risk assessments in place. The registered manager had worked with staff members who were at greater risk, to find safer ways of working.
- There was a designated infection prevention and control lead within the staff team who undertook additional training and checks to make sure all staff were following guidelines and following national guidance.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

# Waverley 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 18 August 2020 and was announced. The service was invited to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

## Is the service safe?

### Our findings

S5 How well are people protected by the prevention and control of infection?

- We were assured staff were using PPE effectively and safely, and the provider had access to adequate supplies of PPE.
- We were assured the provider was meeting social distancing, isolation and shielding rules. The registered manager was regularly reviewing all national guidance and sharing this with staff, people and relatives regularly.
- We were assured that the premises were regularly cleaned and following infection prevention and control principles to keep people safe.
- We were assured that the provider was keeping people, visitors and staff safe from catching and spreading infections through their processes and audits in place.