

Burlington Care Homes Limited

Clipstone Hall & Lodge

Inspection report

Mansfield Road
Clipstone Village
Mansfield
Nottinghamshire
NG21 9FL

Tel: 01623636350

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05 March 2021

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06 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Clipstone Hall and Lodge is a residential care home providing accommodation and personal care to 60 people aged 65 and over at the time of the inspection. The service can support up to 90 people who may be living with dementia.

We found the following examples of good practice:

- A visiting pod had been constructed in a ground-floor room with its own external entrance doors to allow up to two visitors from one household to see people within a COVID-19 safe environment. The home had a booking system which gave visitors an allocated time to stagger visitors and minimise numbers.
- The care team liaised with their designated GP practice throughout the pandemic and undertook weekly virtual ward rounds. Clinicians from the practice would still come out to the home to assess people when required. The staff had also developed a strong working relationship with their designated clinical lead who provided them with clinical advice and support.
- The home had a thorough testing process for staff and people living there. When four people tested positive for COVID-19, they were isolated effectively, and the outbreak was managed without the virus being passed onto any other staff or people.
- The provider was following best practice guidance in terms of ensuring visitors to the home did not introduce and spread COVID-19. Information and instructions for visitors were clearly displayed and explained by an administrator on their arrival at the entrance. Staff were adhering to personal protective equipment (PPE) use and social distancing guidance. People were supported to speak to families and friends by telephone or video calls if they could not attend the pod facility.
- Social activities were still supported as much as possible. They were taking place on a 1-1 basis but in-house social activities such as the 'Men's Club' and the 'Residents Meeting' took place in the home's bar.

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 findings below.

Inspected but not rated

Clipstone Hall & 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 5 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 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.