

Mr D Pearce & Mr M Brook

Lugano Residence for the Elderly

Inspection report

3 Powell Road
Buckhurst Hill
Essex
IG9 5RD

Tel: 02085052695
Website: www.luganocarehome.co.uk

Date of inspection visit:
10 February 2021

Date of publication:
01 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

Lugano Residence for the Elderly is a care home and it is registered to provide care and accommodation for up to 27 older people, some of whom may be living with dementia and/or a physical disability and/or a sensory impairment. Although the service is registered to care for 27 people, the registered manager has reduced the number of rooms in use to 22, due to the COVID-19 pandemic and there were 13 people living in the service during our inspection visit.

We found the following examples of good practice.

- The care home had adapted a room to include a visitor pod. Visitors were able to access their side of the screened pod without the need to enter the building.
- The home had a COVID-19 Marshall who greeted all visitors at the main entrance and ensured that the home's visitor procedures were adhered to.
- All staff members were wearing appropriate personal protective equipment (PPE).
- Although not needed at the home up to the date of inspection, the COVID -19 outbreak policy stated symptomatic people would be isolated in single rooms.
- Staff and people were tested weekly and more frequently when necessary, and a record of these tests was seen.
- PPE equipment stations were seen at key points around the home.
- Staff took breaks on a rota system and no more than two members of staff were permitted into the staff room at any one time.
- Key staff, including the activities co-ordinator wore face coverings which enabled their mouths to be visible.
- A bedroom had been re-configured as the dedicated room for testing and for external visitors.
- The home had a dedicated COVID -19 Marshall who co-ordinated all of the testing.
- Cleaning staff had cleaning schedules loaded on to a tablet and they used this to record completion of tasks.
- Cleaning schedules were monitored by management regularly.
- Staff generally worked with the same group of people which contributed to minimising the spread of infection and enabled relationships to be built.
- Regular IPC audits took place and we saw that any concerns had been addressed in a timely manner.

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

Lugano Residence for the Elderly

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 (IPC). This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 10 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.