

# HC-One Limited

# Ladywood

## Inspection report

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21 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

Ladywood is a residential care home registered to provide personal and nursing care for up to 38 people aged 65 or older including people who live with dementia. The accommodation is on two floors with several communal areas for people to spend time in.

We found the following examples of good practice.

- A one way system was put in place to enter and exit the visiting area. The activities coordinator held responsibility for the booking system and effective cleaning before and after each visit. A collaborative approach was taken when garden visits were implemented to ensure all options for safe visiting were considered, and everyone's ideas taken into account.
- A 'Sunshine Scale' had been introduced. This tool facilitated an assessment with people of their bedroom, for example, any changes they would like made, what activities they would enjoy and what items they wanted there. This supported people in the event of self-isolating or if they were spending more time in their room.
- The service had collaborative working relationships with other health professionals and a clear pre-assessment process which included additional considerations due to Covid 19. This meant any admissions were assessed and planned fully, including requiring a negative test result prior to arrival.
- A Covid quiz was introduced which tested staff knowledge and understanding of good practice in using personal protective equipment (PPE) such as masks, gloves and aprons. This was strengthened by some games in team sessions, for example, who could put on and take off PPE the fastest, which reinforced processes in a light hearted but effective way. All staff undertook a PPE competency check.
- Staff uniforms were laundered on site. Staff who were allocated to work with people who tested positive for Covid 19 were able to shower at the service if they wanted before going home. These measures reduced the risk of cross contamination.
- Some staff undertook further training to become part of the 'IPC (Infection Prevention and Control) Army'. They were given extra time to undertake additional IPC responsibilities such as PPE competency checks and assisting with more frequent audits.
- An additional daily 'touch point' cleaning schedule was introduced to ensure all areas which were touched throughout the day were regularly cleaned, including for example door handles and electronic equipment.
- A large en-suite bedroom was available to be used as a Covid area in the event of an outbreak. This had space for several people to stay, and could be accessed easily from an external door and the kitchen without going through the rest of the service. This would significantly reduce the risk of the virus spreading.
- IPC audits were undertaken by several staff with the expectation that different staff may see different things which could be improved.

## 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**

# Ladywood

## **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 21 August 2020 and was announced. The service was selected 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 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.