

West Lodge Care Home (Nottingham) Limited.

# West Lodge Care Home

## Inspection report

238 Hucknall Road  
Nottingham  
Nottinghamshire  
NG5 1FB

Tel: 01159606075

Date of inspection visit:  
23 February 2021

Date of publication:  
17 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

West Lodge Care Home is a residential care home that provides personal care and accommodation for up to 27 people. At the time of our inspection there were 10 people living at the service. The home is over three floors and has communal spaces for dining and relaxation.

We found the following examples of good practice.

- The service had placed a shed in the garden where staff and visitors could perform COVID-19 testing and apply personal protective equipment (PPE) before entering the building.
- On entering, temperature checks were performed in reception. There were signs to explain the use of PPE, further PPE supplies and a clinical bin for waste disposal.
- Visitors could sit in the garden to see their relatives through the conservatory windows.
- Internal visits were restricted to only see people who were at the end of their life and relatives followed the same infection control procedures that staff did.
- While visiting was restricted, people were kept in touch with relatives using phone calls and social media. Families had all been sent a letter about the visiting restrictions in the post.
- Furniture had been rearranged to encourage social distancing in communal areas. Staff went on breaks one at a time and handover were distanced using a large dining area.
- During the outbreak the service had used agency staff. Staff were blocked booked to minimise changes of staff and agency profiles were obtained to ensure staff had the skills required.
- When people were isolated in their rooms, staff were allocated to work in certain areas and the home was zone into positive and negative COVID-19 areas.
- People in isolation had their doors closed, and PPE stations outside their rooms to reduce the risk of cross infection.
- New admissions to the service were asked to self-isolate for 14 days to prevent cross infection.
- Policies and procedures were up to-date and staff had training in infection control, handwashing and applying and removing PPE. The registered manager performed supervision sessions to discuss recent changes in guidelines.
- There was a testing schedule in place for staff and people living at the service. Staff performed checks on people's temperature and oxygen saturation three times a day to detect any change in condition.

## 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**

# West Lodge Care Home

## **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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 23 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.

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