

HC-One Limited

Northview Lodge Nursing Home

Inspection report

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27 August 2020

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21 September 2020

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Northview Lodge Nursing Home is a two-storey purpose built home providing nursing care for up to 43 younger adults with dementia type illnesses, younger adults with acquired brain injury and people with enduring mental health needs. At the time of our review there were 41 people using the service.

We found the following examples of good practice.

- Systems were in place to prevent people, staff and visitors from catching and spreading infections. The home were extremely proud to have had no known cases of Covid-19. The home supported people as far as possible with social distancing.
- Staff had undertaken training in putting on and taking off PPE, hand hygiene and other Covid-19 related training. Nominated staff who had received additional training to be infection control leads monitored staff practices to ensure high standards and correct procedures were followed. Additional cleaning of all areas and frequent touch surfaces was being carried out.
- Staff supported people's social and emotional wellbeing. Additional activities had been planned within the home during lockdown to positively support people through a period of extreme change to their routines. People were supported to have face to face or telephone contact with friends and relatives through an appointment system. National guidance was being followed to ensure visits took place at a safe social distance. Infection prevention and control measures were in place to avoid potential transmission with others.
- The home was following national guidance for anyone moving into the home. Staff worked with people and their relatives to ensure they were aware of isolation procedures should they be needed. People were supported by a dedicated staff team who helped reduce any feelings of isolation and loneliness reduced. This included a range of individual social activities and contact with friends and family.
- Infection control audits and checks were carried out. The registered manager spoke positively about the hard work and dedication which staff had shown, which had helped to minimise the impact of the pandemic on people's health and wellbeing. The provider continuously passed on important information about Covid-19 to staff.

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

Northview Lodge Nursing 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of Care Quality Commission's (CQC) 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 27 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.