

Qualia Care Limited

Washington Lodge

Inspection report

The Avenue
Washington
Tyne And Wear
NE38 7LE

Tel: 01914661402

Date of inspection visit:
08 March 2021

Date of publication:
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

Washington Lodge is a nursing home which provides accommodation and care for up to 64 people, some of whom are living with dementia. There were 63 people living there at the time of this inspection.

We found the following examples of good practice.

- Systems were in place to help prevent people, staff and visitors from catching and spreading infection.
- There was enough PPE such as aprons, gloves and masks. Staff were wearing this appropriately when we visited. Staff had undertaken training in putting on and taking off PPE.
- Staff and people were tested regularly for COVID-19. A COVID-19 vaccination programme was in place.
- People who used the service and relatives spoke positively about how the staff had supported them. A relative explained how via the virtual relatives meeting they had been kept informed of developments in the home and had formed a good support network.
- We observed positive interactions between staff and people. One person told us, "The staff are great, and I do like it here. I think I would prefer to stay here, rather than going home."

Further information is in the detailed findings below.

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

Washington 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 8 March 2021 and was unannounced.

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.