

Lindale Homes Limited

# Arden Lodge Residential Care Home for Elder Adults

## Inspection report

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12 November 2020

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Arden Lodge Residential Care Home for Elder Adults is a care home service without nursing, for up to 47 older people and younger adults. There were 31 people were living at the home at the time of our inspection.

We found the following examples of good practice.

- Staff were following Department of Health guidelines to promote safe visits to the home by professionals.
- The provider was supporting future visits from relatives by building a visitor pod in the garden, so the risk of the spread of infections was reduced.
- People received support from staff so they were able to see and talk to their visitors through the windows at the home.
- People were also supported to keep in touch with others who were important to them by using information technology, and more frequent one to one time with staff. This helped to reduce people's social isolation during the pandemic.
- Staff supported people to help them understand the pandemic and explained why staff wore PPE. This helped to reassure people.
- Staff understood how to care for people safely through additional training and Covid-19 specific guidance. Senior staff checked to make sure staff had completed the additional training provided.
- The management team had recruited additional domestic staff to increase cleaning around the home and to manage any Covid-19 outbreaks. Senior staff undertook additional spot checks to ensure staff were protecting people by wearing appropriate PPE.

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?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Arden Lodge Residential Care Home for Elder Adults

## **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 12 November 2020 and was unannounced.

## Is the service safe?

### Our findings

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 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.