

Lovett Care Limited

Charlotte House

Inspection report

Church Road
Bebington
Wirral
Merseyside
CH63 3DZ

Tel: 01516341271

Date of inspection visit:
18 February 2021

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14 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

Charlotte House is registered to provide nursing and personal care to up to 103 people; some of whom are living with dementia. At the time of our inspection, 60 people were living in the home.

We found the following examples of good practice.

We were assured the provider and staff at the home had taken appropriate action to help minimise the spread of infection and help ensure people were safe during the COVID-19 pandemic.

Staff had received appropriate training and guidance in infection prevention and control (IPC) and they were observed to follow correct procedures in the use of PPE. There were sufficient supplies of PPE around the premises and appropriate areas identified for staff to safely remove and dispose of PPE. The home was kept clean and hygienic with regular cleaning schedules adhered to.

The service made effective use of available COVID-19 testing for both people, staff and visitors. Safe procedures were in place for admitting people into the home. Staff followed shielding and social distancing rules and encouraged people to maintain social distancing where able to.

Staff ensured newly admitted people were given additional support to maintain their health and wellbeing. The registered manager had created a video tour of the home to offer reassurance to family members prior to people being admitted to the home.

The service had safe visiting procedures in place to minimise the spread of infection. A designated visitor's room had been created to allow family members to visit relatives. Staff assured people throughout the pandemic with regular, varied activities and events. People were supported to make regular contact with family members through the use of technology.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Details are in our safe findings below

Inspected but not rated

Charlotte House

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 18 February 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.

We provided additional guidance regarding more robust recording of cleaning tasks completed.