

Amberley Lodge Care Home Limited

Amberley Lodge Care Home

Inspection report

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15 February 2022

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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

Amberley Lodge is a care home providing nursing and personal care for up to 17 people, most of whom are living with dementia. Care is provided in one adapted, detached building. At the time of the inspection 13 people were living in the care home.

We found the following examples of good practice.

The provider had ensured that visiting was facilitated within the home and people were able to maintain contact with their relatives during the COVID-19 outbreak. Visits took place in a designated visiting area and were facilitated in people's rooms where appropriate. Visitors were guided as to what was required of them on arrival and leaving the service. Visitors were provided with personal protective equipment and undertook a lateral flow test prior to each visit in accordance to current government guidance. People told us staff supported them to maintain contact with their loved ones during the recent outbreak.

People were isolated in accordance with government guidance and staff ensured people were supported to socially distance. Staff understood the impact of isolation on people's wellbeing and had thought of ways to address this. When people were isolated in their rooms, one-to-one time was utilised to talk or offer person-centred activities such as listening to music or reading the daily newspaper.

Staff and the provider spoke positively of the team's strengths during the outbreak and how they had worked well together to keep team morale high. One staff member commented, "The support I've had has been above and beyond, it felt like they really cared." Staff had adapted and changed their roles to enable them to support people when colleagues were in isolation and to manage any staffing pressures resulting from the outbreak. This included sharing responsibilities such as cleaning and, when required, the registered manager undertaking the carers role.

The provider had a range of policies to support working practices which were regularly reviewed and updated in accordance with current government guidance. Policies included IPC and coronavirus, admissions and isolation procedures, visiting and vaccination requirements and quality assurance / audit tools.

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

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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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 15 February 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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's infection prevention and control policy was up to date.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.

Processes were not robust enough to ensure the provider had effective oversight of cleaning and hygiene practices within the designated visiting room. Records to demonstrate the room was subject to enhanced cleaning in line with government guidance were not up to date or maintained. The provider could not be assured that enhanced cleaning schedules were being upheld to mitigate the potential risk of cross contamination.

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

Processes in place for visiting were not always robust enough to ensure the provider had effective oversight of visitors testing requirements. For example, there was no defined process to demonstrate which people living at the care home had an essential care giver, therefore the provider could not always be assured that visitors were undertaking testing in line with current government guidance specific to the role. At the time of the inspection there was no one living at the service with a nominated essential care giver therefore any potential risks in this area were mitigated. However, we raised this area of practice with the provider who told us their process for providing oversight of visitors and their testing requirements would be reviewed.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.