

Mr Roger Bruce Thorne

Highborder Lodge

Inspection report

Marsh Lane
Leonard Stanley
Gloucestershire
GL10 3NJ

Tel: 01453823203

Website: www.highborderlodge.co.uk

Date of inspection visit:
27 August 2020

Date of publication:
10 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

Highborder Lodge is a care home. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Highborder Lodge can accommodate up to 40 people and some people who live with dementia. At the time of our inspection 32 older people were receiving support, some of whom lived with dementia.

Accommodation was provided in one main building across several floors. People had their own bedrooms, some with private washing and toilet facilities. Shared accommodation could be made available. The home had several different communal rooms which people could use to relax in, join in socially distanced activities and eat. When the weather allowed, a good size garden with seating, provided an alternative place to meet with family members.

We found the following examples of good practice at Highborder Lodge.

- ☐ A 'Visitors Code During COVID-19' was in place and the guidance for one consistent visitor for each person was followed.
- ☐ Visitors were asked to pre-book their visit times. This helped staff to control the overall number of visitors in the building at any one time. This helped to reduce the risk of infection transmission between and by visitors.
- ☐ Clear information and guidance was in place for all visitors on arrival to the home as well as appropriate personal protective equipment (PPE) and hand sanitiser.
- ☐ People's and staffs' temperatures were checked daily, as well as the monitoring for other COVID-19 related symptoms. Where necessary isolation and testing guidance was then followed.
- ☐ People were supported to remain socially engaged and not to become lonely. Staff helped people remain in contact with other family members and friends and to join in socially distanced group activities or enjoy a one to one activity with a staff member.
- ☐ People were admitted to the home safely. Managers ensured people's care needs were appropriately assessed prior to admission. COVID-19 testing was arranged and completed prior to admission and isolation guidance followed following admission.
- ☐ The environment was kept clean. Cleaning and laundry processes had been reviewed to also reduce risks associated with potential COVID-19 infection.
- ☐ There were well thought through emergency arrangements in place which covered all emergencies as well as a potential COVID-19 infection outbreak in the home.
- ☐ Checks were in place by service managers and an external health and safety consultant to ensure the services infection, prevention and control processes and arrangements were followed safely.

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

Highborder 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's 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 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 signposted the provider to review some staffs' use of PPE to help develop their approach. Action was taken immediately by the registered manager to ensure all staff were adhering to nationally provided guidance in relation to the use of PPE when at work.