

Lonsdale Midlands Limited

# Lonsdale Midlands Ltd - New Street North

## Inspection report

1-5 New Street North  
West Bromwich  
West Midlands  
B71 4AQ

Tel: 01215531755

Date of inspection visit:  
26 January 2022

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17 February 2022

## Ratings

|                                 |                         |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
| Is the service safe?            | Inspected but not rated |

# Summary of findings

## Overall summary

Lonsdale New Street North is a residential care home providing personal care to seven people with learning disabilities. The service can support up to eight people.

The care home accommodates people in one adapted building which is laid out over two floors. People had individual bedrooms and there are two self-contained flats on the second floor.

We found the following examples of good practice.

Lonsdale Midlands Limited - New Street North ensured current government guidelines in relation to COVID-19 were being followed by staff and visitors to reduce the risk of infection to people living at the home. This included comprehensive checks for visitors on arrival.

The infection control policy was up to date. We reviewed audits which reflected actions had been taken to maintain the standards within the home.

The home managed risk in relation to infection well, as people were unable to social distance, regular observation checks were recorded and increased touchpoint cleaning was undertaken.

## 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 in the detailed findings below.

**Inspected but not rated**

# Lonsdale Midlands Ltd - New Street North

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 Wednesday 26 January 2021 and was announced. We gave the service 24 hours' notice of the inspection.

# 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 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 were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.