

Anchor Lodge Retirement Home

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Inspection report

Cliff Parade
Walton On The Naze
Essex
CO14 8HB

Tel: 01255850710

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16 December 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

Anchor Lodge Retirement Home is registered to provide accommodation and personal care for up to 14 people, including people living with dementia. Anchor Lodge is an adapted, detached building situated on the sea front. The premises are set out over three floors with 12 single bedrooms, and one twin occupancy, all with ensuite facilities. The service has a communal lounge and dining area. On the day of our inspection nine people were living in the service.

We found the following examples of good practice.

The service was working closely with the local authority, Public Health England, and Clinical Commissioning Group (CCG) infection control team to ensure their infection control practice was safe.

Staff had been trained and were following safe practice in the wearing of personal protective equipment (PPE).

Relatives who had attended garden visits in the summer told us it had been conducted in a safe manner with staff wearing PPE. One told us, "Infection control was done right, and it gives you confidence."

The management had systems in place, to overcome environmental issues to support social distancing. Where the small dining room would not support this, arrangements were in place to serve people their meals in their bedroom, communal lounge or dining room.

People and staff were accessing regular testing for COVID-19, and results were acted on.

Systems were in place to support people needing to self-isolate. The service was not taking new admissions at the time of our visit. The registered manager confirmed they were following government guidance regarding new admissions and all new admissions were isolated in their bedroom for the first 14 days.

Relatives praised the 'friendly' management who kept them updated on what was happening in the service and their relatives welfare. Comments included, "They have been very good, excellent and outstanding," and "I speak every second day and I am kept well informed."

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 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 16 December 2020 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 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 partly assured that the service had systems in place to monitor infection control practice and ensure a clean environment. However, their systems of checks were not robust enough to always recognise areas of potential cross infection. This included the storage of wet mop heads and the use of a single textile bath mat for everybody; both a potential breeding ground for bacteria and using open bags to dispose of used PPE.

External healthcare professionals carried out an Infection Prevention and Control (IPC) audit at the service and the provider was following an action plan to address these issues and improve infection prevention and control.

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