

Mr & Mrs Y Jeetoo

# Beech Lodge - Thames Ditton

## Inspection report

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19 March 2021

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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

Beech Lodge is a care home providing personal care to nine adults with a variety of conditions such as learning disabilities, autistic spectrum disorders and mental health conditions at the time of the inspection. The service can support up to nine people.

We found the following examples of good practice.

The provider had completed individual COVID-19 risk assessments for each person living at the home. The risk assessments took into account each person's health needs, support requirements and their thoughts and feelings. This allowed staff to be able to adapt to how each person was feeling during the pandemic and provide person-centred support.

People had been supported with visits and relative contact throughout the COVID-19 pandemic. Visits had been assessed on an individual basis to ensure all known risks were addressed. The provider had put in place a visiting policy in line with recent government guidance to ensure people who wished to take part in visiting going forwards were able to.

People living in the home had been included and supported to understand the risks during the pandemic. Staff had taken time to explain about COVID-19 and what this meant to people in terms of community services closing and changes happening to their daily routines.

People had been involved in the cleaning of the home and also using personal protective equipment (PPE). This aimed to help people understand the pandemic and the risks involved.

Staff had been supported with their wellbeing. Staff who had been required to isolate during the pandemic had support from management to reduce any worries or concerns. The registered manager told us they supported a member of staff who had to isolate by dropping off food for them and keeping in touch to ensure any other needs were met.

People had taken part in a variety of activities during the pandemic to ensure they were able to keep engaged and stimulated. Birthdays had been celebrated with people in the home and these updates were sent to families so they could see their relatives enjoying themselves.

## 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 19 March 2021 and was announced.

# Is the service safe?

## Our findings

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 had appropriate procedures in place for 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.