

Tricuro Ltd

Coastal Lodge

Inspection report

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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

Coastal Lodge is a purpose-built care home. It specialises in providing short term rehabilitation and reablement to people, as a step down from hospital following an admission, or as a step up from the community with a view to preventing a hospital admission. The home can support up to 35 people and is arranged over four separate units.

The provider had two designated units at the location in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. One of these units (Anchor) was operational at the time of our inspection.

People and staff had been placed at an increased risk of infection from Covid-19 due to three occasions where staff had worked in the main home after working in the designated setting. The provider had not informed CQC and other key stakeholders of this either before, during or after it happened. At our previous inspection of Anchor unit in November 2020 the provider informed us there would be a separate team of staff to work solely in the designated setting in line with the requirements of the scheme.

Contingency planning had not been sufficiently robust to avoid the decision to move staff between the Anchor unit and the main home. There were no formal risk assessments in place at the time to mitigate the risks of this; risk assessments were only produced after we requested them from the provider. We found no other concerns around IPC processes or practice.

There was a detailed pre-admission procedure for staff and people to follow.

The designated setting was visibly clean and hygienic. There was a detailed cleaning schedule. This included individual rooms and communal areas. When people left the unit, their room was left empty for 72 hours and decontaminated before any new admission to that room. Laundry from this designated unit was processed separately to laundry from other areas of the home.

There was a plentiful supply of personal protective equipment (PPE) with stock regularly monitored. Staff were observed wearing this appropriately.

The provider had a visiting protocol for people, relatives and staff to follow. Visits were by appointment only and were carefully managed to ensure they met the latest government guidance. All visitors were required to complete a health questionnaire and have their temperature checked. When this was completed satisfactorily, they were supplied with the required PPE.

The provider understood the potential impact of isolation on people's wellbeing. In addition to facilitating visits and providing one to one activities, the provider had purchased tablet computers and mobile phones to facilitate contact between people and their family and friends. People also had the opportunity for socially distanced access to a designated, secure outside space. These initiatives helped maintain people's

mental and physical wellbeing.

We were not fully assured that this service met good infection prevention and control guidelines as a designated care setting and the provider is no longer operating as a designated setting as a result.

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

Coastal 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.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. We completed this inspection as we had received information to suggest infection prevention and control (IPC) processes around staff deployment across units were not robust. Furthermore, the provider had not informed CQC of these incidents when they had occurred.

This targeted inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 26 February 2021 and was announced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- External agencies including CQC and the local NHS commissioning group were not made aware of intended or actual staff movement between the designated setting and the main home. This had happened on three occasions between 2 January 2021 and 22 February 2021 and was due to staff absence. The provider had not communicated with or sought guidance from key stakeholders about this.
- Risks related to staff movement between the designated setting and the main home were not documented. During the period of staff movement between the isolation unit and the main home the provider had no risk assessment to help mitigate the risks of this practice.
- Contingency planning was not sufficiently robust to avoid the movement of staff between the designated setting and the main home.
- 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.