

Ablecare Homes Limited

Hengrove Lodge

Inspection report

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11 February 2022

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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

Hengrove Lodge is a care home registered to provide accommodation for persons who require nursing or personal care for up to 15 people. At the time our inspection 14 people were living at the home.

We found the following examples of good practice.

The home had sufficient measures in place to prevent and manage the risk of infection. Staff were wearing appropriate Personal protective equipment (PPE) when carrying out their duties and disposing of PPE safely. People that we spoke with were happy with the quality of care provided "They look after me, I am happy here".

A designated PPE station was present in the home for putting on and removing personal protective equipment.

The provider had alternative arrangements in place for visiting during the outbreak to ensure people were able to safely visit their families and essential caregivers.

The provider communicated visiting arrangements with people's families by email and phone. Visits were booked in accordance with guidance. The provider had a designated area for visiting which was cleaned after each visit.

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

Hengrove 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.

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 Friday 11 February 2022 and was announced. We gave the service two 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 admitting people safely to the service.
- We were assured that the provider was meeting shielding and social distancing rules.
- 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.

Visiting in care homes

- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance. The provider has a good system in place for booking visits and effectively communicating arrangements with families.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.