

Croftwood Care UK Limited

Lakelands Residential Care Home

Inspection report

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03 February 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

Lakelands Residential Care Home is a care home registered to provide personal care and support. It is a purpose built, two-storey building in its own grounds. It offers accommodation for up to 40 older people. Communal rooms and dining areas are situated on both floors offering people a choice of areas to use. At the time of inspection 35 people were living at the service.

We found the following examples of good practice.

The service had updated their policies and procedures to ensure infection prevention and control (IPC) processes were robust. All visitors had their temperatures checked and were required to complete a questionnaire about their physical health symptoms before entering. The provider had implemented a visitation area in the service to facilitate safe visits for people and their relatives. The process for safe visits included separate entry points for visitors and people, a perspex screen to separate people and visitors, and cleaning regimes after each visit.

Donning and doffing stations were situated in the service and personal protective equipment (PPE) was available throughout the building. Staff had designated areas to change into their uniforms and staff had the option to wash uniforms on site. All staff had received training in IPC and PPE in relation to COVID-19.

The service was conducting regular infection control audits, to ensure infection prevention and control (IPC) processes were robust. The service followed up on actions arising from the audits, for example: carpet had been replaced in certain areas in the building.

Cleaning processes had increased throughout the service. High touch surfaces were regularly cleaned during the day and night, and checklists had been implemented. The provider was also in the process of recruiting additional staff to support cleaning routines at night.

People and staff received regular COVID-19 tests. The service had a designated room with IPC measures for staff to complete their regular testing.

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

Lakelands Residential Care Home

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 3 February 2021 and was announced.

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 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.