

Burnham Lodge Limited

Burnham Lodge

Inspection report

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Date of inspection visit:
12 November 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

Burnham Lodge is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided. The service provides care to a maximum of 60 people. On the day of our inspection, 28 people were living at the service.

We found the following examples of good practice.

Visitors had their temperature taken and were asked about their health to identify signs of infection. There was clear signage and all visitors wore personal protective equipment (PPE). At the time of our visit the home was closed for non-essential visitors, but we observed a garden visiting area which had been in use. This promoted social distancing and included a canopy for the comfort of residents. The registered manager had also identified where a transparent screen would be used to accommodate safe visiting during winter months.

The home was registered to regularly test staff and people using the service for COVID-19 infection. The service had a good supply of testing kits and acted immediately where test results confirmed a positive result. Systems were in place to isolate affected residents to minimise the risk of infection spread. This included personalised infection control care plans, to ensure individuals were appropriately supported, with a one to one carer if required. People's social and emotional needs had also been considered, and staff offered one to one activities.

We observed staff wearing appropriate PPE, including the use of face visors where additional eye protection was needed. PPE stock levels were monitored on a weekly basis and staff had received training on infection prevention and control. Audits took place to monitor infection prevention and control across the service.

Safe processes were in place to admit new residents from the community or a hospital setting. This included testing for COVID-19 and a period of isolation on arrival. We have signposted the provider to resources to support them to update their infection prevention and control policy to ensure it reflected their current admissions practice and relevant government guidance for new admissions.

We observed changes made to the service's environment to help promote social distancing. Seating in dining areas had been arranged to ensure people were seated at a safe distance. Where people used communal lounges, staff encouraged people to sit at a safe distance from one another.

Regular cleaning was undertaken to minimise the risk of infection. In addition to routine daily cleaning, all staff worked together in sanitising areas which could pose a higher risk of cross infection four times daily. This included surfaces, door handles, hand rails and light switches. We observed this activity twice during our visit. We provided feedback regarding items in a fridge which required open-date labelling, the storage of personal belongings in a cleaning cupboard, and a janitorial sink which required sanitisation. All issues

identified were quickly rectified before the end of our visit, and we were satisfied appropriate actions had been taken. The premises were generally kept in a clean and hygienic condition throughout and we reviewed completed cleaning schedules.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were somewhat assured the service was following safe infection prevention and control procedures, to keep people safe.

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 12 November 2020 and was announced by phone on arrival, before the inspector entered the home.

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 making sure infection outbreaks can be effectively prevented or managed.

We have signposted the provider to resources to update their infection prevention and control policy in relation to admissions. We also provided feedback to the service regarding hygiene practices of the premises and corrective actions were quickly taken during our visit.