

Community Homes of Intensive Care and Education Limited

Downham 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

Downham Lodge is a residential care home providing personal care to seven people at the time of the inspection. The home can accommodate up to eight people in one building. They predominantly support people who need support with their mental health and wellbeing.

We found the following examples of good practice.

The manager had followed current guidance in relation to infection prevention and control. The home was open to visitors.

The manager had risk assessments associated with COVID-19 which included information on their health. Staff had risk assessments in place specific to their needs.

The manager and staff spoke regularly to people living in the home and where relevant their families. They also had effective relationships with other professionals such as GP surgeries for the benefit of people living in the home.

The home was clean and tidy, staff followed cleaning rotas. Care staff were documenting cleaning being carried out within the home and this was checked daily by the management team to ensure it was carried out effectively. All staff ensured regular disinfection of frequently touched surfaces of the home for example, light switches and door handles.

Robust measures in line with government guidance were in place for visitors who had easy access to hand gel throughout the home. Disposal of waste was managed effectively to ensure it was kept safe and disposed of after 72 hours.

The home was very well stocked with PPE supplies. This was located at designated points throughout the home to ensure staff had access to required PPE. We observed staff wearing PPE appropriately.

The deputy manager told us how staff had worked hard to support people's wellbeing during the pandemic by providing in-house activities and spent time with people to help ensure they did not feel isolated. The provider and manager supported staff with their well-being during the pandemic, staff were offered regular supervision.

There was a robust infection control policy and contingency plan in place that had been updated as guidance had changed.

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

Downham 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 2 February 2022 and was announced. We gave the service 48 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 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.

Visiting in care homes

Visits took place in line with government guidelines. Visitors were welcomed into the service while following a structured entry, temperatures were tested, and visitors were asked a series of questions to ascertain visitors' movements and COVID-19 status. LFD checks were also undertaken. People were also supported to visit their friends and families outside of the service. This meant people had a choice of where to meet their friends and families which had a positive impact on their wellbeing.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.