

Care Pro (South East) Limited

Lucerne House

Inspection report

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18 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

Lucerne House provides residential care for up to 10 people who have learning disabilities and some associated physical and/or sensory disabilities. In addition, they also provide supported living support to people who live in their own homes. At the time of our inspection none of the supported living clients were in receipt of personal care. This inspection focussed on Lucerne House only. There were 10 people living at Lucerne House.

We found the following examples of good practice.

The home was following government guidance in relation to visitors. We were told essential maintenance visits were safely implemented in line with government guidance. For example, all visitors wore personal protective equipment (PPE) and were advised to remain socially distant from people and staff. All essential visitors had their temperature taken on arrival and they were asked to carry out a Lateral Flow Device (LFD) Covid 19 test before they could enter the home. The result was recorded.

There were plans to make alterations to the conservatory in the week after the inspection to enable visitors to see their relatives in a safe and socially distanced way. A new fogging machine had also been bought, staff had received training on its use, and the home was awaiting delivery. Some people met with a relative for a socially distanced walk and one person was taken to their relative's house to do window visits.

The registered manager followed current guidance in relation to infection prevention and control. Alongside regular cleaning routines, additional cleaning was scheduled throughout the day and night. A new cleaner had been appointed and regular deep cleaning was carried out. The home had remained Covid free but had contingency plans in place should any person or staff come into contact with anyone with Covid 19 or test positive. All staff wore PPE and had received training on infection control, the putting on and taking off of PPE and hand washing. Individual risk assessments had been written for people and staff to consider specific risks for each in relation to any underlying health conditions or specific considerations.

A couple of months ago there had been an occasion when one person had received what they now believe to have been a false positive test for Covid 19. The registered manager told us the actions they took to ensure people and staff safety. The person concerned was isolated to their bedroom and received meals there. Laundry facilities were changed to minimise the spread of any possible infection. The person had recently learned how to use their mobile phone and was able to phone and receive calls from relatives independently. The person told us, "I wouldn't want to do it again, but I enjoyed having my meals in my room and chatting to staff." The registered manager told us this had been a helpful exercise to see what worked and did not work and what would need to be changed if they had an outbreak.

The registered manager told us they met virtually and in the garden with the providers who were very supportive. In addition, they had joined a What's App group for registered managers and found this incredibly

supportive. They were able to see questions and answers from other managers who had to deal with outbreaks, and this had helped to shape their contingency plans. The main office had been moved to a new office in the garden. The old office was now a quiet lounge but could be used in the event of an outbreak as a donning and doffing area for staff.

We asked one person what they were looking forward to doing after lockdown and they said, "Seeing my family." Staff supported to maintain contact with relatives by social media or telephone. Before our inspection we received positive feedback from a relative thanking the staff for their support and care during the lockdown. This information was shared with the manager who put it on the home's closed Facebook page. Following this the home received five further responses from relatives echoing their thanks and praise for the staff team. At the time of our visit a few people were doing jigsaws, one person was doing sand art, another was using a laptop and others were listening to music. Three people continued to go out independently for walks and others were supported to have daily exercise outside of the home.

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

Lucerne House

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 18 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.