

Tanglewood Care Services Limited

# Tanglewood Cloverleaf

## Inspection report

Long Leys Road  
Lincoln  
LN1 1EW

Tel: 01522440510

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28 October 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

Tanglewood Cloverleaf is a purpose-built care home, providing residential, personal and nursing care over three floors and can support up to 72 people. There is a planned 'designated area' of 18 beds, and will admit people from hospital who may show Covid-19 symptoms.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

We found the following examples of good practice.

- The provider had identified a specific area within the home to ensure effective use of cohorting and zoning to reduce the potential for the infection to spread. Staff were appointed to work in designated areas which further reduced the potential for transfer of infections.
- There was a detailed entry system into the home, with temperature testing, contact questionnaire and hand disinfection on entry. Any people being admitted from hospital who were Covid positive had an exclusive lift and stairwell which allowed swift transfer to their appointed area.
- The provider had ensured there was a plentiful supply of personal protective equipment and we saw staff used this appropriately.
- The provider participated in regular testing of staff and people living in the service for Covid-19 symptoms. That ensured action could be taken swiftly to reduce the potential spread of infection if a positive test was returned.
- Areas were thoroughly cleaned and disinfected with approved products to reduce the potential of transfer of infection. Staff were aware of the process to disinfect floors and hard surfaces
- Risk assessments had been completed to protect people and any staff who may be at higher risk of being infected with Covid-19 and measures were in place to support them. Staff were supported by regular information and the option of accessing wellbeing support.
- Staff worked on a regular shift pattern with few changes of staff from shift to shift. Staff were employed on variable contracts, where with staff agreement, they could work hours in addition to their normal contracted hours. That ensured continuity of practice and lessened the potential of cross infection.

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 assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Tanglewood Cloverleaf

## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 28 October 2020 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.