

Norfolk County Council

NCC First Support Cawston Lodge

Inspection report

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Date of inspection visit:
10 February 2021

Date of publication:
02 March 2021

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Cawston Lodge was a purpose built home being used as a designated service for up to 25 people. At the time of the inspection there were no people living at the service.

We found the following examples of good practice:

There were designated entrances for visitors and separate one for staff. The staff entrance was near to the staff room which gave them direct access without having to go through the main building.

There were a number of staff rooms for different groups of staff, for example, carers, caterers, housekeepers, to help enable social distancing when staff arrive, leave and take breaks. There were maximum numbers of staff allowed in each staff room at any one time.

There were a number of rooms assigned for the putting on and removing of personal protective equipment (PPE) at appropriate places within the home to ensure that staff had facilities right where they needed them.

The use of rooms had been thought about creatively with the main reception being used for handovers and an area for food trolleys to be left for staff to access at meal times, due to its central position, and not for the entry of visitors. A bathroom had been commissioned as a store for clinical waste and contaminated laundry prior to collection due to its location and the short distance to an exit and collection point.

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

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

NCC First Support Cawston 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.

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 targeted inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 10 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.