

Langdale View Limited

Langdale View

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

Langdale View is an adapted building, providing residential, personal and nursing care over two floors and can support up to 36 older people. There is a planned 'designated area' of nine beds in a separate unit where staff will admit people from hospital who have tested positive for Covid-19.

Some areas of the service were not well maintained. The edges of flooring in people's bedrooms was not sealed adequately to deter the ingress of fluids and leave the potential for cross contamination. Splashback wall tiles were cracked and the shower room flooring required attention to reduce the potential for cross infection. Some support equipment was rusty and damaged. This compromised infection control measures and the effectiveness of cleaning, which meant this could contribute to the spread of infection to people and staff.

Quality assurance audits undertaken by the provider, were not effective in identifying the shortfalls found during the inspection. We were not 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. That meant that people had rooms and facilities in a certain area of the home and were cared for by a dedicated staff team, which reduced 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 specific entrance for people being admitted into the service. Visitors were admitted through the main entrance and everyone was temperature tested and completed hand disinfection prior to entering the home.
- The provider ensured plentiful supplies of personal protective equipment (PPE). This included face masks and aprons and we saw staff used these appropriately. Staff were encouraged to change their PPE regularly. Used PPE was disposed of in special foot operated pedal bins situated throughout the home which reduced the potential for transfer of infection.
- Staff encouraged people to wash their hands frequently throughout the day. Where this was not possible, hand sanitiser was offered as a means to reduce the transfer of infection.
- The provider participated in regular Covid-19 testing of people living in the service and staff. That ensured action could be taken swiftly to reduce the potential spread of infection if a positive test was returned.
- Areas were cleaned and disinfected with cleaning products approved to reduce the potential transfer of infection.
- Risk assessments had been completed to protect people and any staff who may be at a higher risk of contracting Covid-19, measures were in place to support them. Staff were supported by the option of contacting a staff member for their personal wellbeing. The provider had appointed a member of staff to coordinate the wellbeing of all the people in the homes, their relatives and staff in all the company

locations.

- Staff worked in set teams with staff working in defined areas, which lessened the potential of cross infection within shift members.

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 not fully assured the service was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Langdale View

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 3 November 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's infection prevention and control policy was up to date.

We have also advised the provider of areas of improvement to develop their approach. We have also signposted the provider to other resources to develop their approach. In particular further information on guidance for non healthcare settings to assist with prevention and control of the Covid19 virus.