

Linden Care Homes Limited

Linden Lodge Residential Home

Inspection report

Browns Lane
Dordon
Tamworth
Staffordshire
B78 1TR

Tel: 01827899911

Date of inspection visit:
07 December 2020

Date of publication:
06 January 2021

Ratings

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

Overall summary

Linden Lodge is a residential care home providing personal care to 22 people aged 65 and over at the time of the inspection, most of whom were living with dementia. The home can support up to 34 people.

We found the following examples of good practice.

The home was currently closed to visitors except in exceptional circumstances. A large marquee was used for outdoor visits when the weather was more favourable and a booking system was used to manage visitor numbers. During times of visiting restrictions people were supported to stay in touch with their family through video calls, letters and phone calls.

To minimise movement around the home, changes had been made to staff breaks which stopped the additional flow of staff as a result of them clocking on and off.

A brick built outbuilding was turned into a staff changing room so staff could change and store their clothes at the beginning and end of their shifts. A notice was displayed on the door which reinforced the expectation that only one member of staff should use the building at any one time and face masks should be worn before entering. A hand sanitiser dispensing machine was available.

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?

Further information is in the detailed findings below.

Inspected but not rated

Linden Lodge Residential Home

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 7th December 2020 and was announced.

Is the service safe?

Our findings

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.