

Country Care (Nafferton) Ltd

Lavender Court Residential Home

Inspection report

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11 August 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

Lavender Court Residential Home is a care home providing personal care and accommodation for up to 18 older people that may have physical disabilities, dementia or sensory impairment.

We found the following examples of good practice.

- Staff supervised all visits to ensure social distancing and infection control guidelines were followed. All visitors were asked a set of screening questions to ascertain any risks posed and for track and trace. People chose to use applications such as facetime to maintain contact with their families. The provider was working with the local authority to source pods, which can be attached to the main building to facilitate safer visits.
- The provider had organised socially distanced entertainment. People were able to sit in the courtyard area, whilst singers performed in the garden. Walks in the community were supervised by staff. Reminiscence activities were encouraged. Staff supported people to wash their hands correctly using music and songs to encourage best practice.
- Staff had reviewed their existing skills to support people during challenging times. For example, the hairdresser was unable to visit the service. One member of staff was a qualified hairdresser and they were encouraged to use their skills to support people to maintain their appearances. People had given positive feedback and it was agreed for the current hairdresser to continue permanently.
- The service had thought about how they could support people, their families and staff to access vital supplies. The provider had created a shop within the home to reduce the time spent shopping outside of the service, which ensured everyone had access to items they may require at all times. The provider also facilitated the collection of prescriptions.
- The provider was fully aware of all current best practice guidance. This had been communicated to people, their families and staff as and when updates occurred. Regular virtual meetings were arranged for staff to ask any questions and ensure they understood changes in guidance. Personal Protective Equipment was safely stored in designated stations throughout the service. This reduced staff time putting on and taking off PPE and reduced the risk of transmission. Some of these stations were portable to accommodate visitors that remained outside the building.
- Cleaning schedules were thorough. An additional cleaner had been employed to complete COVID-19 specific cleaning of highly used areas and deep cleans. The schedules through the day were continued at night to ensure all areas were regularly cleaned to reduce the risk of transmission.

Further information is in the 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 was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Lavender Court 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.

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 thematic review of infection control and prevention measures in care homes.

This inspection took place on 11 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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 promoting safety through the layout and hygiene practices of the premises.