

Beeshaw Care Limited

Lindum

Inspection report

81 Norwich Road
Salhouse
Norwich
Norfolk
NR13 6QQ

Tel: 01603722096

Date of inspection visit:
22 February 2022

Date of publication:
02 March 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Lindum is a residential care home for up to three adults with a learning disability or who are on the autistic spectrum, some of whom may also have a physical disability. There were three people living there at the time of this inspection.

We found the following examples of good practice.

Staff had supported people to maintain relationships with those that were important to them and to regularly access the community in line with Government guidance. The relatives we spoke with confirmed this and spoke positively about how staff had supported their family members to lead quality lives. One relative said of their family member, "They are settled, happy and have a lovely, good quality life."

The risks in relation to COVID-19, both for staff and those that used the service, had been identified, assessed and mitigated. Staff were able to tell us what these mitigating measures were in relation to the people they supported.

Staff told us they had felt well supported throughout the pandemic by both the management team and the provider. They told us managers were always available and one staff member explained what adjustments the provider had made to ensure their wellbeing.

The home had taken appropriate action and mitigating measures when a person had tested positive for COVID-19. This included isolation as per Government guidance in place at the time and the cohorting of staff to ensure the affected person received care from the same group of staff.

The home was visibly clean throughout and people were independently supported by staff to maintain this level of cleanliness. Whilst the home was personalised, it was observed as being tidy and uncluttered to help prevent infection.

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

Lindum

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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 22 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The service had a consistent and loyal group of staff and the service had not been impacted by any staffing concerns. However, the provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures should these occur.

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 did observe some fixtures to be rusty which could have affected effective cleaning however the provider told us they would replace these without delay.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider's infection prevention and control policies were up to date. We saw that whilst Government guidance was being adhered to in practice, some of the provider's associated policies required review and updating.

Visiting in care homes

- We saw that the service was adhering to current Government guidance on visiting at the time of this inspection. Relatives confirmed this had been the case throughout the pandemic.
- People had been supported to maintain relationships with those that were important to them and we saw they accessed the community, with mitigating measures in place, on a regular basis to help support their wellbeing.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.