

# Ideal Carehomes (Number One) Limited

## Coppice Lodge

### Inspection report

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15 December 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

Coppice Lodge is a residential care home providing personal care for up to 64 people aged 65 and over in a single purpose-built building. At the time of our inspection 57 people were using the service.

We found the following examples of good practice.

The registered manager had registered for 'whole home testing' for staff and residents. Advice was sought from healthcare professionals when required for people who had tested positive. Family and friends of people who use the service were updated regularly and the service offered video and telephone calls to all people and their loved ones.

The service had implemented a robust system for all visitors including visiting professionals. Hand sanitising, a temperature check and personal protective equipment [PPE] was mandatory prior to entering the home. At the time of our inspection the home was closed for all but none essential visitors and visits for people who were receiving end of life care. The service had created a safe visiting space which included a designated entrance and booking system, this would be used when the home could safely allow visitors.

PPE was readily available, staff wore PPE in line with current best practice and it was disposed of appropriately. Enhanced training in infection prevention and control was provided and all staff completed this.

Thorough risk assessments were carried out to assess the impact of COVID-19 on people and staff. Actions were taken to mitigate risks to people when needed. The provider was very supportive of the registered manager and the well-being of the staff team. For example, transport was provided to those who would normally use public transport to minimise the risk of transmission of COVID-19.

The provider had systems in place to provide assurances surrounding the cleanliness of the home, action was taken when needed. Areas of the home that were touched more frequently such as light switches were cleaned multiple times throughout the day.

## 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**

# Coppice 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.

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 (IPC) 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 15 December 2020 and was unannounced.

## 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.