

Mr Roger Bruce Thorne

Highborder Lodge

Inspection report

Marsh Lane
Leonard Stanley
Gloucestershire
GL10 3NJ

Tel: 01453823203
Website: www.highborderlodge.co.uk

Date of inspection visit:
04 March 2021

Date of publication:
22 March 2021

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	--------------------------------

Summary of findings

Overall summary

Highborder Lodge provides accommodation and personal care for up to 40 people. It provides care for older people, people with physical disabilities and people living with dementia. There is a range of communal areas where people could spend their time whilst socially distancing. The home also had its own gardens and outdoor spaces which people could enjoy. At the time of our visit 18 people were living at Highborder Lodge.

Highborder Lodge experienced an outbreak of COVID-19 in December 2020 and January 2021.

We found the following examples of good practice.

- People's relatives were supported to visit the home. The provider and registered manager had set up and were using a visiting 'pod' in accordance with recognised safe visiting guidance. Alternative ways, including the use of technology, had supported people's ability to remain in contact with their relatives. The registered manager was aware of changing in visiting guidance and was prepared to support visits in line with this guidance, including the use of COVID-19 testing processes for visitors.
- People had been supported to socially distance where appropriate. People were being supported to by staff to self-isolate where necessary. There were a number of communal areas people could use. These spaces were also used to promote social distanced activities.
- Admission to the home was completed in line with COVID-19 guidance. People were only admitted following a negative COVID-19 test result and were supported to self-isolate for up to 14 days following admission to reduce the risk of introducing infection.
- People's health and wellbeing was monitored. People were observed for symptoms of COVID-19 and other potential infections. Healthcare professionals had continued to provide clinical support to people as this was required.
- The registered manager and staff had reflected on the outbreak of COVID-19 and the actions they had taken to support people. All staff had focused on reduce the risk of infection spreading which had included the correct use of personal protective equipment (PPE) and isolation of people affected by COVID-19.
- People and staff were tested in line with national guidance for care homes. Testing had helped the registered manager identify when full infection control measures needed to be implemented and when staff needed to self-isolate.
- As part of full infection control measures laundry and waste arrangements had been correctly implemented to reduce the spread of infection.

- The home was clean and staff had clear guidance on maintaining the cleanliness of the service. This included the additional cleaning of frequently touched surfaces to reduce the risk of infection spreading.
- Staff had received training and support in relation to infection control and COVID-19. The registered manager and staff took immediate action to manage an outbreak situation and to support people's wellbeing.

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 and correct infection prevention and control procedures.

Inspected but not rated

Highborder 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 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 4 March 2021 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.