

Worcester Garden (No.1) Limited

# Worcester Lodge

## Inspection report

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Date of inspection visit:  
01 February 2022

Date of publication:  
16 February 2022

## 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

Worcester Lodge is a care home and provides personal care for older people and those living with dementia. The home can accommodate a maximum of 39 people. There were 30 people living at the home at the time of the inspection.

We found the following examples of good practice.

To minimise the risk of infection transmission, procedures were in place for staff and visitors on arrival to the service. This included wearing of personal protective equipment (PPE), checking vaccination status and the provision of a negative lateral flow test (LFT) result.

The provider's visitor policy was in line with current guidance. Due to a COVID-19 outbreak at the service additional measures were currently in place around visiting. We signposted the provider in this area to ensure visiting guidance was adhered to after the outbreak and communicated to relevant people.

The service had appropriate donning and doffing areas and staff wore PPE in line with guidance. Staff had received training in infection control, including handwashing and how to use PPE.

Staff we spoke with were clear on procedures they should follow and were updated about changes by the registered manager. Staff were supported by the registered manager and provider throughout the pandemic.

Regular COVID19 testing was carried out for people, staff and essential care givers. Relatives we spoke with gave positive feedback about how the service had been managed through the pandemic and kept them informed.

Refurbishments at the home were enabling good infection control procedures to be implemented with the choices of furniture and décor. Cleaning, including constant touch point areas, were documented on a schedule.

The service supported contact with people's friends and family through telecommunications and a visiting pod. Relatives we spoke with told us how the service had ensured their loved ones had contact and engagement from family and friends. Activities had been adapted to ensure people were stimulated.

## 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**

# Worcester 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 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 01 February 2022 and was announced. We gave the service one days' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
  - The provider was facilitating visits for people living in the home in accordance with the current guidance. We signposted the provider in this area to ensure guidance was adhered to after the COVID-19 outbreak.
- 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.