

Oriel Lodge Limited

Oriel Lodge

Inspection report

Oriel Gardens
Swainswick
Bath
Avon
BA1 7AS

Tel: 01225310301

Date of inspection visit:
23 February 2021

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15 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

Oriel Lodge is a care home that provides personal care for up to 22 people. At the time of inspection, 17 people, living with dementia, were using the service. Accommodation is arranged over two floors.

We found the following examples of good practice.

Visitors were greeted on arrival at the front or side entrance to the home, where guidance was displayed. Visitors were required to have their temperature checked, complete a health declaration, clean their hands and then supported to put on the personal protective equipment (PPE) provided. This included, aprons, masks, gloves and for some visitors, face visors too.

A visiting pod had been purchased and was located in the garden. The pod was named 'The Olive Room.' It was not currently being used because of the recent outbreak of COVID-19 in the care home. When it was in use, visits were planned and booked in advance with 30 minute intervals between visits for staff to clean the pod. The registered manager told us the visits had been successful, and they had received a lot of positive feedback from delighted relatives.

People were supported to keep in touch with relatives in ways that were meaningful to them, by phone, video calls and closed window visits. In addition to activities facilitated by the activity staff in the care home, further support was provided. For example, local schoolchildren took part in virtual shows and an entertainer played music and sang to people from the garden.

People were being supported to isolate in their rooms, due to the recent outbreak of COVID-19. However, people in the care home were living with dementia, and for some, it was not possible to achieve social distancing. For people who spent time in communal areas, chairs were arranged to promote social distancing. The registered manager told us they also tried to mitigate the risks of the spread of infection, by encouraging regular handwashing, and enhanced cleaning of frequently used surfaces.

Staff had received Infection Prevention and Control training. Staff compliance with required cleaning practices and use of PPE was monitored on each shift by the shift leader who was the designated 'COVID coordinator'.

The registered manager spoke positively about the support and guidance they received from the Local Authority, Clinical Commissioning Group and the GP practice.

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

Oriel 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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 23 February 2021 and was announced.

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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.
Areas of flooring in the kitchen were not clean. They were stained and worn in parts. The registered manager took prompt action and before the end of the inspection process had deep cleaned the areas identified. In addition, they told us they were arranging to have the flooring replaced.
- 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 policy was up to date. An Infection Prevention and Control (IPC) policy was in place and had been updated, with additional cleaning and safety measures in place, in response to the current pandemic. Audits were completed and actions were taken when shortfalls were identified. However, the policy did not provide sufficient guidance to ensure safe use of the laundry room, and current national best practice was not being followed. The room was not being used solely for laundry purposes. The registered manager contacted us before the end of the inspection process. They had updated the IPC policy and had taken actions to address the shortfalls we identified.

We have also signposted the provider to resources to develop their approach.