

Greenswan Consultants Limited

# Pinelodge Care Home

## Inspection report

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22 February 2022

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Pinelodge Care Home is registered to provide accommodation, nursing and personal care to up to 140 people. The service is a single purpose-built building, divided up into five units. At the time of the inspection, 106 people were living there.

We found the following examples of good practice.

Visitors were being received at the service with infection control procedures in place. Visitors were provided with personal protective equipment (PPE) and had their temperature checked by staff on arrival. There was clear guidance and signage throughout the service to prompt and remind visitors of the measures to adhere to.

Isolation, cohorting and zoning had been successfully implemented. Staff were allocated to work within one unit in the building, wherever possible. There was a staff room in each unit which provided a preparation area for them on arrival to and departure from the service. Each unit also had separate communal facilities such as lounges and dining areas for people, which enabled it to be self-contained.

PPE was available at designated stations throughout the building so that staff could easily access equipment wherever they were assigned to work. Staff were seen to be adhering to the PPE guidance and protective measures in place.

Risks to people in relation to their health, safety and wellbeing had been assessed. Each person had a 'Covid-19 Management Care Plan' that provided clear guidance for staff as to how each person should be supported, if they were to test positive for COVID-19.

Regular checks of the environment and staff practice were completed by management, alongside infection prevention and control audits.

# 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

# Pinelodge Care Home

## **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 unannounced.

# 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.

Due to an outbreak of COVID-19 at the service, face to face visits had been restricted to Essential Care Givers and for those people at the end of their lives only. This was in line with Government guidance. In addition, screened visits were being provided in an adapted communal lounge on the ground floor. This visiting room was at the side of the building and accessible to visitors from outside. It had been specifically adapted to facilitate safe visiting during the pandemic. Visiting arrangements were frequently reviewed to ensure people were supported to maintain social contact with their family members and friends whilst ensuring adherence to current Government guidance and maintaining robust infection control processes.

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.