

# Quality Care (Surrey) Limited

# Marlin Lodge

## Inspection report

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Date of inspection visit:  
24 January 2022

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11 February 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Marlin Lodge is a residential care home supporting up to 17 people living with a learning disability or who were autistic. The service was supporting 17 people at the time of this inspection.

We found the following examples of good practice.

- Processes were in place for visitors to reduce the transmission of COVID-19 in the home. These included providing a negative lateral flow test, proof of COVID-19 vaccination and wearing of Personal Protective Equipment (PPE) in line with government guidance when visiting.
- People had been supported to maintain contact with friends and family during the COVID-19 lockdowns through use of telephone and video calls. Other visiting opportunities had been provided during the COVID-19 pandemic which included window visits, garden visits and pre booked appointments for screened visits in a visiting pod at the home.
- The provider held workshops for people and staff in the safe use of PPE and additional infection prevention control measures to be taken to reduce the risk of transmission of COVID-19. People and staff were observed wearing PPE correctly during the inspection.
- Regular COVID-19 testing was completed by staff and people using the service in line with government guidance. The results of all COVID-19 tests were shared with the registered manager.
- The care home was clean and free from mal odours. Enhanced cleaning was completed by staff of frequently touched areas. The registered manager completed quality assurance checks of the environment to help ensure effective levels of hygiene and cleanliness were being maintained.

## 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**

# Marlin 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 24 January 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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.