

Anchor Carehomes Limited

Lightbowne Hall

Inspection report

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Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Lightbowne Hall provides residential care for up to 52 older people with physical health needs or dementia. At the time of our inspection, the home cared for 36 people.

We found the following examples of good practice.

The home had made safe arrangements for visits from relatives. It had installed large screens in its conservatory to create a safe visiting lounge. The visitors' lounge had a separate entrance from the outside where visitors entered. Visits had to be booked in advance. Domestic staff cleaned the lounge between appointments.

The home had visiting protocols in place for relatives of people at the end of their lives. Staff screened visitors on arrival and took their temperature. Visitors took a Covid test and donned personal protective equipment before they entered their relative's bedroom. Staff provided a 'comfort tray' of refreshments during such visits, which was removed after the visit.

Staff placed a trolley that held personal protective equipment (PPE) outside the room of any people who were self-isolating or had Covid-19. Staff placed a waste bin inside the person's room so that staff could doff PPE when they left the room. A discreet sticker on the bedroom door identified to staff those who were self-isolating or had Covid-19.

Staff had access to a separate changing room away from the residential units. Staff changed into their uniforms for their shift and donned PPE. Staff changed out of their uniforms when they finished their shifts.

The home had a very high standard of visible cleanliness and hygiene. The home had a highly motivated team of two domestic staff, who worked daytime hours from Monday to Sunday. Care staff undertook cleaning duties at other times. The home had a steam cleaning machine, which domestic staff used to deep clean and disinfect bedrooms and visiting areas.

The provider had a comprehensive business continuity plan for the Covid-19 pandemic. This included policy and practice for recruiting agency workers, visiting protocols, and managing positive or suspected Covid-19 outbreaks.

Further information is in the detailed findings below.

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 that this service met good infection prevention and control guidelines.

Inspected but not rated

Lightbowne Hall

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 4 March 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 personal protective equipment (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.