

London Residential Healthcare Limited

Albany Lodge Nursing Home

Inspection report

201 St James's Road
Croydon
Surrey
CR0 2BZ

Tel: 02086844994
Website: www.lrh-homes.com

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11 March 2021

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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

About the service

Albany Lodge Nursing Home is a residential care home that provides accommodation, nursing and personal care to up to 100 older people in a purpose-built building over four floors. At the time of the inspection 85 people were using the service, several of whom were living with dementia.

People's experience of using this service and what we found

People were not always protected from avoidable harm due to trip hazards and equipment being stored incorrectly. However, there are plans in place to carry out outstanding work to remedy issues around the service.

The service has robust monitoring systems in relation to health and safety which are carried out on a regular basis by trained staff.

People were kept safe from the risks of infection by staff who adhered to infection prevention and control measures in place. The service is regularly cleaned and there are donning and doffing stations for safe application and removal of PPE.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Good (published 1st April 2019).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had received around aspects of health and safety and condition of the premises. The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Albany Lodge Nursing Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

This was a targeted inspection to check on a specific concern we had received about the health, safety and condition of the premises. This was specifically about the fire safety aspects of the service, water damage and legionella.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was carried out by two inspectors.

Service and service type

Albany Lodge Nursing Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced however, we did telephone the service 10 minutes prior to entering to check the COVID-19 status of staff and residents within the service.

What we did before the inspection

Before the inspection we reviewed the information we already held about the service including notifications they had submitted to us. Notifications inform us about events that providers are required to tell us about by law. We reviewed the information the provider had submitted to the NHS Capacity Tracker. We also sought feedback from the local authority.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with the registered manager, the deputy manager, the regional compliance manager, two maintenance men, two laundry staff, one housekeeping staff and the activities co-ordinator

After the inspection

The provider sent through additional documentation specifically around the monitoring and follow up actions with regards to the health, safety and plans for future maintenance.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had received about the health, safety and condition of the premises. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People were not always protected from avoidable harm due to aspects of health and safety not being adhered to.
- During the inspection, we highlighted concerns over a bucket that was placed in the middle of a stairwell to collect water that had been dripping from the ceiling. This was due to work that was needed on the down pipes on the roof. This was a historical issue that the provider was aware of and a plan was in place to take remedial action in the near future. We recommended that a sign be placed by the stairwell to alert people and staff of the hazard. The registered manager took appropriate action to reduce this risk.
- We reviewed the fire risk assessment and checked areas that had been documented to have equipment that was being stored incorrectly. We found this still was the case in two bathrooms which were out of use. We asked that signs were placed to inform people and staff about this to minimise confusion and potential injury. We were assured that this would be put in place that day. Following the inspection, the registered manager informed us that the areas were being cleared of equipment and that signs were placed where this was not possible.
- We received concerns regarding an enforcement notice issued by the London Fire Brigade (LFB) during their inspection from 2019. However, following a reinspection from the LFB we found the provider had actioned the items recommended, and the enforcement notice had been removed. Documentation in relation to the auditing of equipment and fire safety aspects of the building were in place and up to date. The most recent fire drill had involved staff across the day and night shifts to ensure they knew what to do in the event of an emergency.
- The maintenance team had a positive impact on the service's monitoring and recording of health and safety checks as well as maintenance issues. Despite only being in place for a short period of time prior to this inspection, the level of knowledge was evident and staff were able to clearly convey what work had been completed and what was still outstanding.
- There was a clear action plan for remedial work in place to include replacement of fire doors, Portable Appliance Testing of all electrical equipment, roof work and removal of additional equipment around the service which was no longer required.
- We were assured that other aspects of health and safety were being monitored in a timely way. We saw evidence of continual monitoring and regular checks being completed along with the most up to date certificate for legionella. Legionella is bacteria commonly found in water which can be harmful if inhaled. Providers are required to undertake a full risk assessment to ensure adequate measures are in place to

control the risks. This involves routine checks by a competent person who will check, inspect and clean the water system.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections. Family members were asked to book an appointment in advance and carry out a lateral flow test (LFT), have their temperature taken and to wear appropriate personal protective equipment (PPE) prior to entering the service to keep the people safe.
- We were assured that the provider was meeting shielding and social distancing rules. All staff wore PPE correctly and furniture had been rearranged to promote social distancing between people.
- We were assured that the provider was admitting people safely to the service. People were being admitted from hospital. If they tested positive for COVID-19, then the home would only accept them after 14 days isolation. As an extra precaution, residents coming into the home were isolated for 14 days.
- We were assured that the provider was using PPE effectively and safely. There were designated areas around the service for safe application and removal of PPE.
- We were assured that the provider was accessing testing for people using the service and staff. People were being tested monthly, or if they show symptoms. Staff were being tested weekly. Vaccination for COVID-19 was underway at the service.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. The service was clean and hygienic. Housekeeping staff confirmed additional cleaning was in place.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Additional training for staff was relevant and up to date.
- We were assured that the provider's infection prevention and control policy was up to date.