

DHCH14

Maple Lodge

Inspection report

Arncliffe Road
Liverpool
Merseyside
L25 9PA

Tel: 01514481621

Date of inspection visit:
16 February 2022

Date of publication:
18 March 2022

Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
|---------------------------------|-------------------------|

| | |
|----------------------|-------------------------|
| Is the service safe? | Inspected but not rated |
|----------------------|-------------------------|

Summary of findings

Overall summary

Maple Lodge provides accommodation and nursing or personal care to up to 45 people. The service specialises in providing care to people living with dementia. At the time of our inspection 35 people were using the service.

We found the following examples of good practice

Family members spoke positively about how the service had managed throughout the COVID-19 pandemic and how hard staff had worked to keep people safe. One family member told us, "I think they [Maple Lodge] have been marvellous. I don't know how they've done it. The home is always really clean. It smells clean. They [staff] can't do enough for you."

The home was visibly clean and hygienic. Housekeeping staff were knowledgeable about their role and provided detailed information about the tasks they completed.

Staff had received training in relation to infection prevention and control and were observed following current guidance in the use and disposal of PPE. Staff and people were supported to access regular COVID-19 testing and the provider had systems in place to ensure they followed current guidance in relation to COVID-19 vaccinations for staff and visiting professionals.

People were supported to maintain regular contact with family members through visits and other forms of communication. Systems were in place to prevent visitors from catching and spreading infections.

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

Maple 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 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 16 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Whilst Cleaning schedules were in place, it was difficult to identify what tasks had been completed and some records were either not in place or did not provide information in relation to the frequency of tasks being completed.
- 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 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.
- Visits for people living in the home were arranged in line with government guidance.

We have signposted the provider to resources to develop their approach in relation to cleaning schedules.

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.