

# Maddaford Care Services Limited

# Lakeside Care Home

## Inspection report

Lower Maddaford  
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Date of inspection visit:  
21 January 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

Lakeside Care Home is a residential care home providing personal care for up to 36 older people, some of whom are living with dementia. Nursing care is not provided at the home. This is provided by the community nursing service.

We found the following examples of good practice.

- The premises were clean and well maintained. Cleaning schedules were in place. High touch areas such as door handles were cleaned throughout the day. Hand sanitiser was readily available, and staff were wearing personal protective equipment (PPE) appropriately. There were clear systems in place to ensure deliveries were well managed to prevent cross infection.
- The two registered managers and staff recognised the importance of maintaining people's well-being, with a member of staff in post to help support people's social needs, as well as staff engagement with people to ensure they did not feel isolated.
- Two visiting pods had been established which visitors accessed through external doors rather than entering the building. These had been in regular use. Prior to the colder weather, a marquee had been set up in the grounds to enable socially distanced visiting, as well as garden visits. End of life care visits took place whilst following good infection control procedures.
- There was a clear procedure for staff to follow when arriving and leaving. For example, staff donned and doffed their uniform in a separate changing room and did not wear their uniform outside the service.
- Staff accessed weekly testing. People who used the service were also supported to access regular testing and had been offered the vaccine.
- Staff had completed infection control and prevention (IPC) training. One of the registered managers regularly worked alongside the care team. This enabled them to observe staff to ensure they followed good practice infection control guidelines.
- The registered managers were updating their infection control policy and incorporating new guidance to inform staff how to manage Covid-19. They were aware of local resources, such as the Provider Engagement Network, to update their knowledge and practice.
- There was a robust admission policy in place. The registered managers said the service was well supported by the local primary healthcare team.

## 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**

# Lakeside 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 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 21 January 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 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 somewhat assured that the provider's infection prevention and control policy was up to date.

We have also signposted the provider to resources to continue to develop their approach.