

# Tamaris Healthcare (England) Limited

# Maple Lodge Care Home

## Inspection report

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Date of inspection visit:  
23 February 2022

Date of publication:  
13 April 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 Care Home is a 'care home.' The service provides accommodation for up to 46 people with nursing and personal care needs, some of whom were living with dementia. On the day of our inspection, 45 people lived at the service.

We found the following examples of good practice.

All staff had access to the personal protective equipment (PPE) they needed. Staff delivering care used PPE consistently. However, kitchen staff were not wearing face masks when we visited the service. This was raised with management and addressed straight away. Staff had completed recent IPC training.

The home was clean, tidy and spacious. Cleaning practices had been increased to help manage the recent COVID-19 outbreak.

Visitors were screened on arrival to ensure they could safely access the home. This included a negative COVID-19 test and wearing of PPE.

People were supported to maintain contact with relatives in various ways.

## 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 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 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 23 February 2022 and was announced. We gave the service short notice on the day 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 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 somewhat assured that the provider was using PPE effectively and safely. Although staff providing care related duties consistently wore PPE, kitchen staff were not wearing face masks when we visited. We raised this with management and this was addressed immediately.
- 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.
- The provider was following the Government's guidance about visiting to care homes. The provider had introduced screening measures to provide reassurance visits took place safely. This included visitors showing proof of a negative COVID-19 test.

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.