

GCH (Hertfordshire) Ltd

Heath Lodge

Inspection report

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14 January 2021

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10 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Heath Lodge is a care home providing accommodation for up to 67 older people, including people living with dementia. At the time of the inspection there were 25 people living at the home.

People's experience of using the service and what we found.

People's nutritional needs were assessed and any specific dietary requirements were met. People were referred to specialist professionals when needed and staff followed the appropriate guidance. People were supported to eat sufficient amounts, and when people were at risk of weight loss, staff took appropriate steps to mitigate those risks. However, staff did not always record clearly the amount people ate or drank.

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Rating at last inspection

The last rating for this service was Good (Published 20 July 2018).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about infection control procedures and supporting people to eat and drink sufficient quantities. A decision was made for us to inspect and examine those risks.

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. We found no evidence during this inspection that people were at risk of harm from these concerns.

Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Heath Lodge on our website at www.cqc.org.uk.

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?

The service was safe.

Details are in our safe findings below.

Inspected but not rated

Heath Lodge

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concerns we had about nutrition and infection control. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Heath Lodge 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.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We did not use the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection we spoke with the registered manager and two senior managers. We toured the building and observed staff supporting people with their eating and drinking.

After the inspection –

We continued to seek clarification from the registered manager to validate evidence found. We reviewed

three people's care records and spoke with two people's relatives. We also spoke with two members of staff. We also spoke with the local authority commissioning team.

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 people were protected from the risks of infection and their nutritional needs were met at Heath Lodge. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People's nutritional needs were met. People identified at risk of weight loss were assessed and referred to relevant health professionals when required. Staff followed professional guidance, monitored food intake and weight and fortified meals where needed to promote weight gain.
- Alternative options for meals or snacks were available and provided, although not always documented.
- People were provided with adequate drinks. However, when people were unwell and refusing fluid staff did not always find alternative methods of introducing fluid such as the use of jellies.
- People were observed at lunchtime to be enjoying their meal. Alternative options were provided, and those people at risk of choking had a modified consistency meal. Staff assisted people who required this gently and encouraged people to eat their meal.

Preventing and controlling infection

- Staff demonstrated a good understanding of infection control procedures. The home environment appeared clean and tidy. We spoke with domestic staff who confirmed they had sufficient PPE and equipment to complete the enhanced cleaning schedules implemented in response to COVID-19. These included the regular cleaning of contact points such as door handles, hard surfaces, light switches, sinks, taps, tables and toilets.
- 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 using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff, including agency 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.