

Abbeyfield (Lakeland Extra-Care) Society Limited
(The)

Hartland House

Inspection report

Beetham Road
Milnthorpe
Cumbria
LA7 7QW

Tel: 01539562251

Date of inspection visit:
17 March 2021

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31 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

Hartland House is a residential care home providing accommodation and personal care for up to 32 people aged 65 and over. Accommodation is provided over two floors with several communal areas and accessible garden areas. At the time of this inspection there were 28 people living at Hartland House.

We found the following examples of good practice.

Prior to anyone entering the building a range of checks were completed including taking temperatures, completing a risk assessment and the use of a rapid lateral flow test (LFT) for COVID-19. Visitors were able to spend time seeing people in a suitable safe space by arranged appointments or face to face. Families had been supported to spend time with people at the end of their lives in a safe and dignified manner.

People who required isolating were supported in their own rooms. A dedicated team of staff were also allocated who could support all their needs. People had access to and were supported in the use of technology and social media to keep in touch with friends and family.

The registered manager followed safe procedures when people were admitted to the home. Regular home testing was in place for both people who used the service and for the staff working there. People required a negative COVID-19 test result before they moved into the home and were supported to self-isolate in their rooms in line with current guidance and recommended practices.

Staff had been trained in infection control practices including any changes relevant to COVID-19. The home was clean and hygienic. There was a designated cleaning staff team and audits on cleanliness and infection prevention and control were completed.

People had been supported to access their own GP as and when they needed to. People had also been supported to be seen by the community nurses to receive care and treatment as they required. The registered manager had kept up to date with national guidance on working safely in care homes and had regularly shared best practice with the staff. There were robust and up-to-date infection prevention and control policies and procedures in place.

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

Hartland House

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 17 March 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 assured that the provider's infection prevention and control policy was up to date.