

Mr & Mrs K R Webb

Lavenders

Inspection report

Lavenders Road
West Malling
Kent
ME19 6HP

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Website: www.lavenders.info

Date of inspection visit:
14 January 2021

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26 January 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Lavenders is a 'care home' which provides accommodation and personal care for up to 53 older people. At the time of this inspection there were 35 people living at the service.

We found the following examples of good practice.

People were adhering to current isolation and social distancing guidelines.

We observed staff using personal protective equipment (PPE) appropriately. There were adequate amounts of PPE around the service to ensure it was available when needed.

The deputy manager was working with other local services and agencies in the area regarding infection control and had updated staff practice accordingly.

Cleaning schedules had been increased. Areas including light switches and door handles were cleaned regularly. Regular audits were used to monitor cleanliness of the service.

The management team provided people and staff information about COVID-19 to ensure they were kept up to date with latest guidance.

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

Lavenders

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 the Care Quality Commission's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 14 January 2021 and was announced.

Inspection team.

This inspection was carried out by one inspector.

Service and service type

Lavenders provides accommodation and personal care for up to 53 older people. There were 35 people using the service.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We used this information to plan our inspection. We did not ask the provider to submit a PIR for this inspection.

During the inspection

We spoke with the deputy manager of the service and looked at the layout and condition of premises. We reviewed COVID policies and staff training records.

Is the service safe?

Our findings

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.