

Northcourt Lodge Residential Care Home Limited Northcourt Lodge Nursing Home

Inspection report

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Northcourt Lodge Nursing Home is located in Reading, Berkshire. The home provides care for up to 22 older people, some of whom were living with dementia. At the time of our inspection, there were 21 people living at the home.

We found the following examples of good practice.

People had been supported to keep in touch with their families throughout the COVID-19 pandemic. Staff provided support where necessary so people could phone or video call their families. The provider was allowing outside visits from family and friends and the expectations and procedures for visitors to the service were clear. This process was being updated from the 8 March 2021 and the provider was implementing changes to ensure visits were safe for the residents, staff and friends and families.

Northcourt Lodge had received very few professional visitors to the home, however we saw robust infection control procedures in place. Visitors were received into the reception area on arrival where they were provided with guidance, personal protective equipment (PPE) and health screening was completed. Each visitor also had their temperature checked by staff on arrival.

The registered manager ensured they were up to date with the latest guidance and practice for infection prevention and control. They had developed policies and procedures in response to the coronavirus pandemic. The guidance and information for staff was clear with detailed safe systems of work for the home. Daily cleaning checks and regular infection prevention and control audits were seen. At the time of the inspection, we had no concerns about the level of cleanliness in the home.

There were mechanisms in place to support staff, risk assessments had been completed with people who use the service and who were identified as facing higher risks. Staff were regularly tested for COVID-19 and had received their first COVID-19 vaccinations in January 2021.

People were supported in a person-centred way, when implementing the changes and procedures required to minimise the risk of COVID 19 in the home. We heard of examples of how people had been supported with real compassion and understanding.

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

Northcourt Lodge Nursing 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 2 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 somewhat assured that the provider was accessing testing for people using the service and staff. Staff temperature checks and lateral flow tests for COVID 19 were not being formally recorded.
- 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. Further risk assessments to manage Health and Safety within the home had not been reviewed to assess any COVID 19 impact.

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