

Primula Care Limited

Primrose Lodge Weymouth

Inspection report

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07 April 2021

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30 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Primrose Lodge is a care home. The home is registered to accommodate up to 38 older people in one adapted building. Nursing care is not provided by staff in the home. This type of care is provided by the community nursing service. At the time of this inspection there were 31 people living in the home.

We found the following examples of good practice.

Staff had undertaken additional training and understood the importance of wearing appropriate PPE and additional infection prevention and control measures. There were adequate stocks available including masks, gloves, aprons and hand sanitiser. Staff were wearing their PPE appropriately during our visit. Sanitisation and PPE stations were placed around the home and there were facilities to remove PPE safely.

The registered manager knew how to access local infection prevention and control resources (for example local health protection team or infection control leads) when they needed advice and support. They were also supported by the provider organisation, provider networks and statutory agencies.

People and staff were taking part in whole home testing. People were supported to make decisions about testing. Visitors to the home were tested using lateral flow (rapid result) tests before entering the home. Visits were planned to avoid potential infection transmission with other visitors.

The home had maintained a strong sense of community throughout the pandemic and kept people in touch with their relatives through shared fundraising activities and events alongside newsletters and regular calls.

Infection prevention and control audits took place and action plans were developed to follow up on any required actions. There were also regular spot checks on hand hygiene and PPE. This ensured the registered manager had effective oversight of infection control measures.

Staff supported people and their relatives to understand the isolation processes and gave consideration as to how loneliness and distress could be alleviated during this time.

The registered manager and provider had developed contingency plans in the event of any outbreak of Covid-19 or other emergencies.

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

Primrose Lodge Weymouth

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 COVID-19 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 7 April 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.