

Wells House Limited

# The Lawns Nursing and Residential Care

## 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

The Lawns Nursing and Residential Care is a care home that is registered to provide personal and nursing care for up to 30 older people who might also be living with dementia or a physical disability. At the time of the inspection, 29 people were living at the home.

The service is on two floors, with access to upper floors via a shaft lift or stair lifts. Bedrooms have either an ensuite or washing facilities. There is a secure outside patio area.

We found the following examples of good practice.

The registered manager and staff had been working hard and were dedicated to keeping people safe. Staff had received infection, prevention and control training and they wore PPE correctly.

Government guidance was being followed to ensure people were protected from the spread of infection, for example seating arrangements in the lounges and dining rooms enabled people to socially distance.

People remained connected with their friends and families via the use of technology. A new dedicated telephone line had been installed so that day to day operational phone calls did not affect people's ability to speak with their loved ones. The Wi-Fi system had been improved throughout the service to ensure access for all, regardless of where their bedroom was positioned.

Visitors to the service were prevented from catching and spreading the infection because safe and effective measures were in place. This included people's temperatures being checked on entry and the wearing of PPE. Visit times were staggered, and a newly created visiting booth enabled people to visit their loved ones safely. The visiting booth had been decorated in a way which provided people and their families with a homely and comfortable feeling.

Families were enabled to visit their loved ones, who were at the end of life and were treated with respect and compassion by staff. At the time of the inspection, the provider was in the process of communicating with people and families about the new government visiting guidance. They were keen to start arranging face to face visits as soon as possible to help reduce ongoing social isolation.

People were safely admitted to the service from hospital and/or the community in line with current guidance.

A new laundry area had been created on the top floor which had been done to improve the handling of contaminated laundry, should there be an outbreak at the service. The laundry areas were safely managed, with systems in place to handle laundry in line with guidelines. Cleaning routines at the service included high touch areas, such as door handles and light switches.

Regular testing of people and staff was taking place, and the vaccine had been rolled out to people and staff. Risk assessments were in place as required and measures were being taken to protect people and staff who were assessed as being in a vulnerable category.

Staff's overall wellbeing was important to the registered manager, and steps had been taken to offer support through team meetings, one to one sessions. The registered manager had taken time to display personal messages of thanks and appreciation of the staff, in helping to sustain staff morale and personal resilience.

The registered manager had a good understanding of infection, prevention and control guidance and was confident in their decision-making processes and knew how to access local support.

Should an outbreak occur the registered manager had a contingency plan 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**

# The Lawns Nursing and Residential Care

## **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 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.