

Lakeview Rest Homes Limited

Newfield Lodge Rest Home

Inspection report

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20 January 2022

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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

Newfield Lodge Rest Home is registered to accommodate up to 40 older people who do not require nursing care. At the time of our visit there were 29 people who lived at the service. The home has 40 single rooms with ensuite bathrooms. There was lift access to the other floors, wheelchair access and private parking available.

We found the following examples of good practice.

There were clear processes in place for visitors to the service. They were screened for Covid 19 symptoms, including lateral flow tests and vaccination status, where they were not exempt, on arrival. They were also required to wear appropriate PPE. Visitors were supported to maintain social distancing with a separate entrance into the home away from public areas. Visits were safely facilitated in residents own rooms.

The provider followed local infection prevention and control guidance during a recent outbreak of COVID-19 at the home including restricted visiting where appropriate. When visiting was not possible due to risk, the provider supported people to stay in contact with family and friends through regular video calls, telephone calls and a newsletter.

Staff wore appropriate personal protective equipment (PPE) to ensure people were protected as much as possible from the risk of cross infection. There was a large quantity of PPE in stock. PPE and hand sanitisation points were located throughout the home. Staff had received training on how to put on and take off PPE safely. Enhanced cleaning was being completed by a dedicated housekeeping team throughout the day, to ensure the home remained clean and the risk of cross infection was reduced.

The registered manager had an extensive COVID-19 policy in addition to their infection control procedures.

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

Newfield Lodge Rest 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 20th January 2022 and was announced. We gave the service 24 hours' notice of the inspection. During our visit we spoke with four members of staff including the registered manager.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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 somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. This was because not all vulnerable staff groups had been risk assessed in line with current guidance. We have also signposted the provider to resources to develop their approach.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.