

Mr D Pearce & Mr M Brook

Lugano Residence for the Elderly

Inspection report

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14 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

Lugano Residence for the Elderly is a care home and it is registered to provide care and accommodation for up to 27 older people, some of whom may be living with dementia and/or a physical disability and/or a sensory impairment. There were 23 people living at the service at the time of our inspection

We found the following examples of good practice.

Risk assessments had been carried out on people using services and staff belonging to higher risk groups and actions had been taken to reduce the risks.

The service used isolation, cohorting and zoning effectively.

Infection Prevention and Control Policy was regularly updated, including a Covid-19 IPC Policy.

Staff had all completed infection prevention and control training, and this included the correct procedures for using PPE.

The service was clean throughout. There were appropriate procedures to ensure infection control risks were minimised.

The registered manager had contingency plans in place to prepare for an outbreak and manage any staff absences effectively.

The registered manager was very proud of their staff team and people we spoke with were very positive about living at the service. One person said, "We are all thoroughly spoilt here."

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

Lugano Residence for the Elderly

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 14 January 2022 and was unannounced.

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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.
- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.