

Lilacs Care Ltd

# The Lilacs Residential Home

## Inspection report

42-44 Old Tiverton Road  
Exeter  
Devon  
EX4 6NG

Tel: 01392435271

Date of inspection visit:  
21 January 2022

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08 February 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

The Lilacs Residential Home is a service registered to provide accommodation and nursing and personal care to up to 29 people, some of whom may be living with dementia. There were 20 people living at the service at the time of the inspection. The service was provided within a large house with individual bedrooms, communal lounge and separate lounge diner. There was access to a large enclosed garden.

We found the following examples of good practice.

The registered manager ensured there were safe practices in place for peoples' relatives and professionals visiting the service. This included reviewing of a confirmed negative lateral flow device test (LFD), a recent polymerase chain reaction (PCR) test result and the requirement to show COVID-19 vaccination pass. Visitors were encouraged to wear personal protective equipment (PPE) in line with the government guidance and ensure good hand hygiene and sanitisation.

The provider ensured information about safe visiting arrangements, including information around correct application and disposal of PPE was displayed at the service and shared electronically with visitors if needed.

Provision had been made for a designated area identified for safe visiting, and it was subject to regular, enhanced cleaning.

Policies and procedures relating to the management of risks associated with COVID-19 were up to date which enabled staff to keep people safe.

The provider demonstrated a good understanding of when and how to access local infection prevention and control guidance and resources when they needed advice and support.

The provider demonstrated the awareness of zoning, isolation and cohort principles to ensure people's safety as well as safe management of risks of cross infection.

## 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 Lilacs Residential 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 21 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# 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 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.

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.