

West Lodge Care Homes Limited

West Lodge Care Home

Inspection report

Peases West
Billy Row
Crook
County Durham
DL15 9SY

Date of inspection visit:
25 January 2022

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Tel: 01388763305

Website: www.westlodgecarehomes.co.uk

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

West Lodge was registered in 2011 to deliver the regulated activity of Accommodation for persons who require nursing or personal care and Treatment of disease, disorder and injury for up to 60 older people and people with physical disabilities.

We found the following examples of good practice.

- The service was clean, tidy and odour free.
- The staff team had worked together to cover increased staff sickness during an outbreak to minimise the use of agency staff and potential to increase transmission of infection.
- Entry for visitors had been considered and they were required to use the shortest possible route to people's bedrooms. They were then encouraged to conduct visits with loved ones within their room and use call bells if they required anything.
- Communal areas were used creatively to support infection prevention and control. Visitors who were not vaccinated were asked to have socially distanced visits in the front conservatory and therefore did not pass through the home and other people's rooms.
- There was a double sink basin as a permanent fixture in the entrance of the home to ensure all visitors were following good hand hygiene practices.

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

West Lodge Care 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 25 January 2022 and was announced. We gave the service 1 days' 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 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 however, risk assessments had not been carried out on people using services and staff belonging to higher risk groups and therefore we could not be assured that actions had been taken to reduce any risks.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. However, staff did not always follow the national colour coding scheme for use of mops. Mop heads were not cleaned between uses and were disposed of after a week of use. We fed this back to the manager who took immediate action to reduce this infection prevention and control risk.
- 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.

We have also signposted the provider to resources to develop their approach.