

Hartford Care (Southern) Limited

# The Laurels and Pine Lodge

## Inspection report

33-37 Foxholes Road  
Oakdale  
Poole  
Dorset  
BH15 3NA

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19 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

The Laurels and Pine Lodge is a residential care home and during our inspection was accommodating 41 older people, some living with dementia. The service is registered to accommodate up to 55 older people. Accommodation is provided across two wings of a converted building, each of which have separate adapted facilities. Communal lounges and dining facilities were provided in each wing of the premises.

We found the following examples of good practice.

The premises were visibly clean. People who lived at the service and visitors told us the building was always kept clean.

Visitors told us they were able to visit by arrangement, subject on each occasion to temperature checks, a negative lateral flow test result and the use of PPE (a face mask) in line with government guidance. The provider shared the current government guidance and local procedures for visitors with people's families and regular visitors. Visitors confirmed there was good communication.

Although there were hour long time slots for visitors, to be booked the day before, the service where possible allowed visits to be longer than an hour, provided there were not too many people in the building. Visits took place in people's rooms. Some people chose to receive visitors outdoors, which we observed during the inspection.

No visitors were currently using Essential Care Giver status, although the provider had informed people and their families and close friends about this.

There were temperature checks and lateral flow result checks for everyone entering the building. Professional visitors and contractors were expected to provide evidence of double vaccination against COVID-19 or of medical exemption.

People and visitors confirmed, and we observed, that staff wore face masks and where appropriate, disposable aprons and gloves. There were ample supplies of personal protective equipment.

People, including those who had languages other than English as their first language and those who had impaired hearing, had adapted to staff using masks. Where required, adaptations were made such as providing whiteboards so things could be written down to assist communication.

People at the service and staff were part of a regular coronavirus testing scheme.

New wet rooms had been installed so people did not have to move between floors in order to have a shower.

Lighting in many areas had been adapted so it was operated by movement sensors, to reduce the number of surfaces touched by multiple people.

There was a programme under way for replacing some worn carpets, furniture and soft furnishings, which, although intact, were becoming shabby. This had been highlighted in the service's regular infection prevention and control audits.

Policies and procedures relating to infection prevention and control were in line with current government guidance.

## 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 Laurels and Pine Lodge

## **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.

We received information of concern about infection prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures 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 19 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.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.