

Lyndhurst Lodge Residential Home Limited

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Inspection report

87 Burton Road
Ashby De La Zouch
Leicestershire
LE65 2QL

Tel: 01530563007

Date of inspection visit:
11 February 2022

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09 March 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Lyndhurst Lodge Residential Home is in a residential area of Ashby-de-la-Zouch and is registered to provide accommodation and personal care for up to 19 older people, some of whom are living with dementia. On the day of our inspection, there were 18 people using the service.

We found the following examples of good practice

As part of their business continuity plan, Lyndhurst Lodge Residential Home 'twinned' itself with another local care home. The registered managers shared resources and guidance and supported each other during the pandemic.

To provide more outside space for people and visitors to meet safely, two wheelchair-accessible patios with seating and umbrellas were created. The provider purchased new washable easy chairs and overbed tables for people's bedrooms.

Extra permanent staff were employed to help ensure people's needs were met if staff needed to isolate. Staff pay and conditions were improved to reward staff for their loyalty.

When people couldn't see their families, due to COVID-19 restrictions, staff did their best to compensate. An activities co-ordinator was employed for 30 hours a week to provide one-to-one activities and care staff spent more time interacting and socialising with people.

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

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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 11 February 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.
- 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 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.