

Coverage Care Services Limited

Lightmoor View

Inspection report

Nightingale Walk
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Date of inspection visit:
26 April 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

Lightmoor View is a Nursing home for up to 75 people. At the time of our visit 70 people were using the service.

We found the following examples of good practice

The provider ensured PPE supplies were plentiful and accessible throughout the buildings. We saw staff were using PPE appropriately at all times.

Staff and people were regularly tested and national guidance for the prevention and control of infection was followed.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

Inspected but not rated

Lightmoor View

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 visiting arrangements 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 Tuesday 26 April 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.

Visiting in care homes

The registered manager told us that visitors were expected to book an hourly slot in advance and were restricted to two people at a time to maintain safety. A designated family member could visit outside of these restrictions. Visitors to people receiving end of life care would also not be subject to these restrictions. Visitors were required to wear personal protective equipment including gloves and aprons. After this was discussed with the registered manager, they took the immediate decision to make the wearing of gloves and aprons no longer compulsory and at the discretion of the visitor. After the visit we spoke to family members who identified that visiting policy was not being consistently being communicated by staff and some families had faced unnecessary restrictions. We raised these concerns with the provider who took immediate action in reviewing the visiting policy and removed the need for appointments to be book and this was communicated to all families and staff in the home to avoid a re-occurrence.