

White Lodge Rest Home Limited

White Lodge Rest Home

Inspection report

79-83 Alma Road
Southampton
Hampshire
SO14 6UQ

Tel: 02380554478

Website: whitelodgecare.co.uk

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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

About the service

White Lodge Rest Home is a residential care home providing personal care to 22 people aged 65 and over at the time of the inspection. The service can support up to 28 people in one adapted building. The service supports people who may have physical disability or mental health needs.

People's experience of using this service and what we found

We reviewed the service's practices and policies related to infection prevention and control. We were assured that infection prevention and control, including the management of risks related to COVID-19 was adequate.

We also reviewed how the provider assessed and managed risks related to falls. We found people's risks were assessed and there were management plans in place. We found the environment was safe and incidents had been responded to appropriately.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 18 December 2018).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in part due to concerns received about infection control practices and falls management. A decision was made for us to inspect and examine those risks.

We found no evidence people were at risk of harm. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for White Lodge Rest Home on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last full inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

White Lodge Rest Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about managing infection control and falls risks.

Inspection team

This inspection was carried out by two inspectors.

Service and service type

White Lodge Rest Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections.

We reviewed other information we held about the service and information shared from other stakeholders about the service.

We used all of this information to plan our inspection.

During the inspection

We reviewed a range of records. This included three people's care records and policies in place. We spoke

with the registered manager and made observations within the home of staff practice and the environment. We reviewed responses to incidents of falls.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last full inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about infection control and falls risk management. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- We reviewed risk assessments related to falls. We found the provider had undertaken a comprehensive risk assessment and included detailed information in how staff should support people to reduce these risks.
- We found some aspects of the records were unclear, we highlighted this to the registered manager who agreed to amend the records and to review others for similar issues.
- The provider had updated risk assessments and management plans following falls and had followed National Institute of Health and Care Excellence (NICE) guidance on managing falls.
- We found the environment was safe in relation to risks of falling, including in the bedrooms of the people whose records we reviewed. The provider had responded appropriately to incidents of falls and technology and equipment was used appropriately to manage risks.

Preventing and controlling infection

- On entry to the home, we were initially not asked to provide evidence of a negative COVID-19 lateral flow test. We highlighted this to the registered manager who reminded the specific member of staff of the visitor procedures. The registered manager explained the usual procedure which was in line with national guidance.
- 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 personal protective equipment (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.