

Argentum Lodge Limited

# Argentum Lodge

## Inspection report

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Bristol  
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18 August 2020

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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

Argentum Lodge is a care home that provides accommodation with nursing and personal care, over three floors, for up to 56 people. Most people were living with dementia. At the time of this targeted inspection 43 people were living in the home. In addition, a lower ground floor was used as a service area. This included catering, laundry and staff facilities.

We found the following examples of good practice.

- Clear external signage directed people to the reception area or to the visitor suite. Staff greeted visitors at the entrance to the home. Personal protective equipment (PPE) was provided and staff were available to show visitors how to use it.
- Visitors were asked to read and sign a health declaration and have their temperature checked on arrival. A facial recognition thermal camera had been installed in the reception area. This meant people could independently check their temperature, eliminating the need for staff to undertake this procedure.
- People were supported to stay in contact with loved ones. Structured and planned visits were facilitated. A visitors suite had been created. A bedroom with direct access onto the garden had been fitted with a permanent see-through screen that divided the room in half. A microphone had been installed to support effective communication between the two separated areas.
- People have been cared for by a small and consistent group of staff. Staff were allocated to specific areas of the home, and, since the onset of the pandemic, no agency staff have been required. There had been no confirmed or suspected cases of people having contracted COVID-19, at the time of this review.
- Argentum Lodge had clear contingency plans in place. There was regular communication from the directors and the registered manager, to staff and to relatives. The home was clean and people looked well cared for. Staff were appreciated for the commitment and dedication they had shown and received personalised letters from the directors. One letter included, "Please accept our sincerest gratitude for continuing to come into work each day... and for going the extra mile in these incredibly challenging times. We really cannot thank you enough for putting our residents first and making sure they have the care they need and deserve".

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

The service was safe.

**Inspected but not rated**

# Argentum 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 18 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

# Is the service safe?

## Our findings

### Our findings

S5 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 could be effectively prevented or managed.
- We were assured (by the end of the review process) that the provider's infection prevention and control policy was up to date.