

# Qualia Care Limited

# Gilwood Lodge

## Inspection report

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11 March 2021

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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

Gilwood lodge is a care home providing personal care to support up to 47 people, some of whom may be living with dementia, mental health, physical or sensory impairments. The home has two floors with lift access to the first floor. Rooms are en suite and there are sufficient bathroom and toilet facilities. At the time of our inspection visit there were 44 people who lived at the home.

We found the following examples of good practice.

- The registered manager had excellent methods of monitoring people's health. For example, they set up monthly virtual meetings with the GP to review each person's medication, ongoing progress and health. The designated clinical lead also had responsibility for care planning and checking people's continuing needs. This had a positive impact on people's lives.
- The management team created different safe spaces in following guidance around visiting. Alternatives included electronic communication and window visits to retain essential family contact.
- Staff had various training to strengthen their awareness of the pandemic and manage people's safety. Multiple PPE stations had good stocks of equipment, which staff used effectively.
- The registered manager retained a separate wing to manage outbreaks if this need arose. They had plans that followed relevant guidance, such as having a core staff team delivering care. The management team demonstrated good practice by retaining two empty beds for such events.
- The management team followed strict infection control auditing every month, whilst carrying out visual checks throughout each day. Where issues were identified, these were addressed promptly.

Further information is in the detailed findings below.

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

We always ask the following five questions of services.

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

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Gilwood 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.

As part of CQC's response to the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 11 March 2021 and was unannounced.

# Is the service safe?

## 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 can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.