

Healthcare Homes (Spring) Limited

# Ladymead Care Home

## Inspection report

Moormead Road  
Wroughton  
Swindon  
Wiltshire  
SN4 9BY

Date of inspection visit:  
09 February 2021

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04 March 2021

Tel: 01793845065

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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

Ladymead Care Home is a service registered to provide accommodation, personal and nursing care for up to 40 older people. There were 36 people living at the service at the time of our visit.

We found the following examples of good practice.

There was an emphasis on recognising people's wellbeing during the lockdown. The provider introduced an assessment tool used to monitor people and a potential impact the pandemic might have on them. Regular communication, for example, bulletins or newsletters took place with people's relatives and we received numerous compliments from families of people living at the service.

There was a safe system to manage visitors, infection control procedures were explained to visitors on arrival, they were asked to complete a declaration form and record temperatures taken at the time. People's visitors were provided the appropriate PPE as required. A visiting 'pod' was introduced that allowed for safe visits to take place in a Covid-19 secure environment, other visits such as where people received End of Life care were carefully risk assessed to protect people. This included using Covid-19 lateral flow tests (LFT). LFT are the tests that give an instant result.

Staff ensured people were able to stay in touch with their families using technology, such as video calls. We received numerous compliments from people's relatives praising the team for how they cared for people during the pandemic and kept the families informed.

The provider followed a safe system to ensure new admissions were only allowed after a confirmed negative result of the Covid-19 test was received. The registered manager was aware of zoning and isolation arrangements and these would be followed if people were Covid-19 suspected or confirmed.

Staff received training and followed correct infection control and using personal protective equipment (PPE) processes. The provider ensured a sufficient stock of appropriate PPE and there were designated notice boards available to remind staff about correct guidelines and handwashing.

Both the people living at the service and staff had regular tests for Covid-19, the registered manager informed us the process of vaccinating people and staff for Covid-19 had started.

The service was clean and fresh, staff carried out a number of additional tasks, such as cleaning of any regular touchpoint surfaces. Regular infection control audits took place and actions followed up when required.

The provider offered support to aid the wellbeing of the team, individual assessments had been carried out with staff members to ensure any individual circumstances or health conditions were known and the support could be offered as needed.

The registered manager reported good support from the local health professionals and the team at the provider's head office.

## 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**

# Ladymead Care Home

## **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 coronavirus 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 9 February 2021 and was announced.

## Is the service safe?

### Our findings

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.