

The Pavilion Care Centre Limited

Kings Lodge Care Centre

Inspection report

The Pavilions
Byfleet
West Byfleet
Surrey
KT14 7BQ

Tel: 01932358700
Website: www.chdliving.co.uk

Date of inspection visit:
28 October 2020

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11 November 2020

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Kings Lodge Care Centre is a care home with nursing for a maximum of 42 older people with varying care needs. There were 41 people living at the home at the time of our inspection.

We found the following examples of good practice

An appointment system was used to manage visits to the home. Visitors accessed the home through a side entrance and spent time in a designated area. The visitors area had screens to separate visitors from people to prevent the spread of infection. Masks were worn by visitors and the area was deep cleaned between each visit.

An isolation action plan was in place in case of an outbreak of COVID-19. This enabled the home to be sectioned into separate zones to reduce the spread of infection. People had access to lounge areas that had been created within the zones to provide people with space to move around and spend time in.

Staff organised entertainment and this was live streamed onto peoples televisions. This included an orchestral performance and other musical shows. The registered manager maintained community engagement, such as arranging for a local garden centre to give people flowers on Mother's Day.

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

Kings Lodge Care Centre

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 conducting a thematic review of infection control and prevention measures in care homes.

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.

This inspection took place on 28 October 2020 and was announced.

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.