

Barchester Healthcare Homes Limited

Sherwood Lodge

Inspection report

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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

Sherwood Lodge is a residential care home and at the time of the inspection was providing personal care to 48 people aged 60 and over. The service can support up to 49 people.

At the time of the inspection there were strict rules in place throughout England relating to social restrictions and shielding practices. These were commonly known as the 'national lockdown - stay at home policy'. This meant the Covid-19 alert level was high and there were tighter restrictions in place affecting the whole community.

We found the following examples of good practice:

The provider and registered manager had comprehensive processes to minimise the risk to people, staff and visitors from catching and spreading infection. Authorised visitors were checked at the door of the home to make sure they were safe to enter. These processes were thorough and would help in preventing the spread of infection.

There was weekly testing of staff and every 28 days for people living in the home. Hand sanitiser and personal protective equipment (PPE) were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands, regular use of hand sanitisers and appropriate social distancing.

Where appropriate, 'socially-distanced' visits had been taking place before the inspection. There was a visiting pod that had been created at the front of the home of the home so that visitors did not have to enter the home itself. The facility incorporated appropriate protections for visitors and their loved ones. It was a high quality construction that could be used in all weather conditions. Visitors could access the providers 'on-line' system to arrange visits. The registered manager said they were preparing systems at the home to facilitate personal visits the week following the inspection and engaging with people and their relatives about this.

Infection control policy and people's risk assessments had been considered and revised following the pandemic so that people were protected in the event of becoming unwell or in the event of a Covid-19 outbreak in the home.

The provider insisted people were tested before admission and consistent with local guidance, people had not been admitted to the home for the most part of the pandemic. There was a situation where another health and social care provider discharged a person to Sherwood Lodge that may not have been completely safe. We were encouraged that the registered manager and provider acted appropriately in this situation and developed policy and process as a result of lessons learned from this incident. The registered manager said this had assisted in protecting people during the latest wave of Covid-19 infection.

We were satisfied the service, staff, people and visitors were following the rules and best practice guidance around shielding, isolation periods, discharges and admissions to and from the home.

People's mental wellbeing had been promoted by innovative use of social media and electronic tablets so people could contact their relatives and friends. Where required, staff supported people with this technology.

The home was clean and hygienic. During the inspection we noted there was continuing cleaning taking place with designated cleaning staff. The senior cleaner was an infection and prevention control champion.

Staff also had comprehensive knowledge of infection prevention, access to good practice guidance and had attended Covid-19 specialist training hosted by the provider. This followed best practice and latest guidance. There were sufficient staff to provide continuity of support and ensure safeguards were in place should there be a staff shortage.

If required, staff could receive Covid-19 related supervision and had access to appropriate support to manage their wellbeing. The registered manager also had a good understanding and knowledge of the staff team. During the pandemic, we noted the provider had provided reassurance, other assistance and incentives to support staff in their role.

The provider and registered manager encouraged residents and staff appropriately around taking up the vaccines to Covid-19. This programme had been rolled out shortly before the inspection.

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?

People were Safe. We were assured the provider managed infection prevention and control at the time of the inspection.

Inspected but not rated

Sherwood 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 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 3 March 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 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 any infection outbreaks could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.