

St. James's Lodge Healthcare Ltd

St James's Lodge

Inspection report

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27 January 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

St James's Lodge is a nursing home. There were 25 people living at the service when we inspected.

People's experience of using this service and what we found

Staff were observed wearing and disposing of personal protection equipment (PPE) properly. However, the staff walked some distance into the home before they picked up their personal mask at the start of their shift. The provider has assured us this matter has been addressed.

We found the following examples of good practice:

Good social distancing was observed by staff. People were supported to social distance and had dedicated support from staff to ensure they were not then lonely. People had the facility to contact family virtually.

People admitted to the service had a confirmed negative Covid test 24 hours before admission. They were isolated for 14 days and re-tested soon after admittance. Clothes and personal items, if they could not be cleaned, were quarantined for 72 hours. Families were made aware that any items, such as presents and gifts needed to be isolated for 72 hours, this helped families in their planning of special occasions. For example, at Christmas, presents were delivered early so they could be isolated and given on the day.

People at their end of life were able to have visits from their family There were systems in place to ensure that families were tested and checked for signs and symptoms of COVID-19. Full personal PPE was worn, and families advised of areas they could/not go into while in the building.

The provider and registered manager were undertaking regular checks to ensure good standards of infection control were maintained.

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

St James's 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 27 January 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 somewhat assured that the provider was using PPE effectively and safely. During the inspection, we were told the staff were not wearing a mask on entry into the building at the start of their shift. They were going to the staff room to pick up their personally fitted mask then changing into their uniforms. This was not in line with national guidance. We told the registered manager and, the provider has since informed us immediate action was taken to rectify this practice. At all other times we observed staff wore their PPE as required by the guidance.

We have also signposted the provider to resources to develop their approach.

- 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 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.