

Lycette Care Limited

The Warren

Inspection report

Cluden Road
Northam
Bideford
Devon
EX39 3QF

Tel: 01237476932

Date of inspection visit:
27 October 2020

Date of publication:
13 November 2020

Ratings

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

Overall summary

The Warren is a residential care home providing personal and nursing care to a maximum of 27 people. There were 25 living at the home on the day of our inspection.

We found the following examples of good practice:

- The service was booking visitors in at a specific time that suited people. There were designated visiting times and named visitors for each person.
- Visiting took place within the entrance foyer of the building and this had been made safe within current guidelines.
- Before visitors entered the main building, they had their temperature taken and were asked a series of questions to ensure they had no symptoms of Covid-19.
- Visitors to the home were asked if they would like to undergo immediate testing for Covid-19. The service had recently purchased test kits to facilitate this. These gave a positive or negative result in approximately 10 minutes.
- People who were at the end of their lives could have their visitors enter their rooms directly from the outside to avoid entering other areas of the home.
- The service facilitated people to keep in touch with their relatives and friends. A variety of electronic applications were used to support this.
- The service had emergency contingency plans in place to support people within three separate areas of the home if necessary. This had been tested recently; staff were asked for their feedback on how the process had gone and if it could be more efficient.
- The service had a dedicated infection control champion who kept updated on infection control practices and procedures.

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

The Warren

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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 inspection took place on 27 October 2020 and was announced.

Is the service safe?

Our findings

- 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 promoting safety through the layout and hygiene practices of the premises.