

Quantum Care Limited

Courtland Lodge

Inspection report

Courtlands Close
Watford
Hertfordshire
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Date of inspection visit:
01 February 2022

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24 February 2022

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

Courtland Lodge is a care home that is registered to provide accommodation and personal care to up to 60 people. At the time of this inspection there were 50 people living at the service.

We found the following examples of good practice.

Visitors were being received at the service with robust infection control procedures in place. Visitors were provided with guidance, personal protective equipment (PPE) and a health screening questionnaire was completed. Each visitor also had their temperatures checked by staff on arrival and their COVID-19 vaccination status checked, where applicable.

The service was clean and hygienic. Robust cleaning regimes were in place, which were methodically completed throughout the day. Isolation, cohorting and zoning had been successfully implemented across the service.

Staff were provided with a designated preparation area on arrival to and departure from the service. PPE was available throughout the building with guidance and signs displayed. Staff were seen to be adhering to the PPE guidance and protective measures in place.

Risks to people and staff in relation to their health, safety and wellbeing had been thoroughly assessed. Each person had a personalised risk assessment in place which considering all factors that may make them at disproportionate risk from COVID-19. Clear guidance for staff was included in each assessment.

The provider had issued policies, procedures and guidance for their service. The registered manager and staff team had successfully implemented these at Courtland Lodge. Daily checks and 'walkarounds' of the building were completed by senior staff, alongside regular infection prevention and control audits. Action was promptly taken to address any issues identified.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

Courtland 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 01 February 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.

Due to the outbreak of COVID-19 at the service, face to face visits had been restricted to Essential Care Givers and for those people at the end of their lives only. This was in line with Government guidance. In addition, screened visits were being provided in a 'visitor pod' at the side of the building. This had been specifically installed for the purpose of facilitating safe visiting during the pandemic. The registered manager demonstrated a strong commitment to ensuring people were supported to maintain social contact with their family members and friends whilst ensuring adherence to current Government guidance and maintaining robust infection control processes.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.