

DHCH21 Ltd

# Dovehaven Lodge

## Inspection report

Tag Lane  
Ingol  
Preston  
Lancashire  
PR2 7AB

Tel: 01772723745

Date of inspection visit:  
18 January 2022

Date of publication:  
02 March 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Dovehaven Lodge provides personal care and accommodation for up to 112 people. The home is divided into four separate units including, general nursing, nursing dementia and residential care. Each unit has a variety of communal areas and access to secure gardens. At the time of this inspection there were 71 people living in the home.

We found the following examples of good practice

Staff followed good practice in relation to the use of personal protective equipment (PPE). Stocks of PPE were available throughout the home to help ensure staff could maintain their good practice.

The home was clean. Housekeeping staff maintained effective routines with increased cleaning of all touchpoints to minimise the risk of infection and cross contamination through the home.

The provider ensured the registered manager and staff were up to date with the most recent government guidance in relation to visitors. People continued to have visitors. The processes visitors needed to follow had been communicated and updated by the home when guidance changed.

## 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**

Inspected but not rated

# Dovehaven 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 18 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider 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.
- The provider continued to support people living in the home to have visitors in accordance with the current guidance.

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.

### Visiting in care homes

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