

Mrs Elizabeth Mary Coquelin

# Norway Lodge Nursing Home

## Inspection report

10-12 Reservoir Road  
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17 February 2022

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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

Norway Lodge Nursing Home is a residential care home providing personal and nursing care to a maximum of 29 people aged 65 and over in one adapted building. At the time of the inspection the service was supporting 26 people.

We found the following examples of good practice.

People told us that they felt safe and well supported at Norway Lodge during the COVID-19 pandemic; one person told us, "I can't fault the place." Staff told us that they had been well supported in their roles; staff members had received additional training and support during the COVID-19 pandemic.

Staff members made effective use of PPE when supporting people. There were good stocks of PPE and PPE stations at convenient locations around the home. The home was clean; we saw records of frequent cleaning that took place.

The service had made effective use of testing to help prevent the spread of COVID-19; clear records had been kept of all tests taken by staff and people living at Norway Lodge. Any visits to the home took place safely.

## 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**

# Norway Lodge Nursing Home

## **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.

We received information of concern about infection prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures 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 17 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.
- The service was supporting people to receive visits in line with government guidance. During visiting restrictions, the service created a summer house the enabled people to be visited safely and comfortably.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.