

Hazelwell Lodge Limited

Hazelwell Lodge

Inspection report

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Ilminster
Somerset
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Date of inspection visit:
23 February 2022

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11 April 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Hazelwell Lodge is a residential care home registered to provide personal care and accommodation to up to 50 people. The home specialises in the care of people living with dementia. At the time of the inspection 36 people were living at the home.

We found the following examples of good practice.

Most people at the home were living with dementia and were unable to talk with us about their care. However, people were observed to be comfortable, relaxed and interacting freely with staff. One person spoken with said they had, "no complaints", with another stating it is "quite pleasant and staff are quite nice."

Risks of infection to people were minimised because staff had received appropriate training and were observed to be following good infection prevention and control practices.

The building is divided into three areas, The Bay, The Lilies and The Orchids. Isolation and zoning within these areas had been used to manage the risk of infection spreading.

Measures were in place to prevent the spread of infection by visitors to the service. All visitors, including people's relatives, were required to have a negative COVID-19 lateral flow test prior to entering the home, as well as temperature checks completed.

The home had been following government guidelines to ensure people could stay in touch with friends and family. They had enabled window visits, and also had a visitors room available which was accessible without entering the home. Video calls were also used to help people stay connected.

New admissions were safely managed, following the current guidance.

The premises were clean and odour free. Enhanced cleaning and disinfection of all areas of the home continued in order to reduce the risk of cross contamination.

A regular programme of testing for COVID-19 was in place for staff and people who lived in the home.

There was a good supply of personal protective equipment (PPE) including masks, gloves, aprons and hand sanitiser available. Used PPE was disposed of 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

Hazelwell 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 23 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?

- The provider was facilitating visits for people living in the home in accordance with the current guidance.
- 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.

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.