

MMCG (2) Limited

Princess Lodge Care Centre

Inspection report

17 Curie Avenue
Swindon
Wiltshire
SN1 4GB

Date of inspection visit:
16 November 2020

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11 December 2020

Ratings

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

Summary of findings

Overall summary

Princess Lodge is a purpose built residential care home providing personal and nursing care, which has 85 beds registered for care, ten of these beds have been designated for use by people testing positive for Covid-19 whilst in hospital but who are medically fit for discharge. At the time of the infection prevention control inspection, people had not been admitted to the unit.

We found the following examples of good practice.

- There was a robust visiting policy with arrangements in place to help ensure the safety of visitors. All visitors entering Princess Lodge are screened for symptoms of acute respiratory infection before being allowed to enter the site. Visitors to the designated scheme will be restricted to essential visits which will be assessed for the individual person such as for those receiving end of life care. The area of the service which had been designated for COVID-19 positive people was physically separate from the rest of the service, with its own external entrance.
- Each individual bedroom had en-suite facilities, hospital beds and nurse call systems. Consideration has been given to ensure the rooms were furnished with wipe clean seating. Appropriate flooring was in place to ensure enhanced cleaning can be carried out. The designated area of the service was spacious and would allow 2 metre social distancing.
- Arrangements are in place to support staff to use personal protective equipment (PPE) safely. Processes were in place for staff to put on their PPE in a designated room which is designed to reduce the risk of cross infection. There were multiple PPE stations inside of the designated area for staff to change their PPE prior to entering individual rooms, clinical waste bins are in place for used PPE. There were facilities for staff to shower and PPE guidance was displayed at PPE stations.
- Staff had received training in the appropriate use of PPE, infection prevention and control training had been carried out by all staff. There were sufficient supplies of PPE including face visors to reduce the risk of spread of infection. The registered manager had a system in place to ensure staff have enough supplies of PPE.
- Staff will be tested weekly for Covid-19. This meant action could be taken swiftly in the event anyone developed symptoms of the virus or had a positive test result.
- Enhanced cleaning schedules including regular cleaning of touch areas such as handrails and door handles were in place. This reduced the risk of cross infection.
- The provider was putting in place appropriate signage to mark out separate areas of the COVID-19 positive area to ensure staff and people could reside there safely, which is in line with other practices within the service. The provider had put plans in place to ensure that laundry from people with COVID-19 would be

kept separated from other laundry systems within the service to reduce the risk of cross contamination.

- There was a detailed infection prevention and control policy in place. This provided guidance on infection control for staff, people and any visitors. This also included risk assessments of the environment and the tasks being completed. Infection control auditing was regularly carried by the registered manager and the providers infection control lead.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

Further information is in the detailed findings below.

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

Princess Lodge Care Centre

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 review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 17 November 2020 and was announced.

Is the service safe?

Our findings

S5□ 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.