

Woodhouse Care Homes Limited

Pranam Care Centre

Inspection report

49-53 Northcote Avenue
Southall
Middlesex
UB1 2AY

Tel: 02085749138

Date of inspection visit:
11 November 2020

Date of publication:
24 November 2020

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

Pranam Care Centre is a care home providing personal care and accommodation to younger and older adults some of whom have disabilities, sensory impairments and require mental health support. Some people are living with dementia. This adapted house is situated in a residential area and can accommodate up to 50 people. At the time of inspection there were 42 people using the service. The care home is owned by Woodhouse Care Homes Limited.

We found the following examples of good practice.

- In the reception area, there was information provided to visitors explaining the homes COVID 19 measures. This information was accessible as it was made available in five different languages currently used at the home.
- Staff explained the infection control protocol to visitors and took their temperature prior to agreeing access. Track and trace or written contact details were obtained from all visitors entering the home.
- In the warmer months the staff had supervised socially distanced garden or car park visits. Currently, because COVID 19 risk levels in the community had risen, relatives and friends were asked not to visit the home. Relatives were encouraged to communicate via telephone and video calls. In the event of an exceptional circumstance, such as end of life, the visit would be individually risk assessed and measures put in place to maintain, the person, visitors and others safety.
- There were adequate supplies of PPE and staff were observed using PPE in a safe manner, during the inspection. The registered manager had created a, "Safe" zone for the donning, doffing and disposal of PPE. There were PPE stations on each floor and wall mounted hand sanitizers throughout the home.
- Staff supported people to remain socially distanced. People who had the capacity to go out in the local community were reminded of the need to remain socially distanced at all times. They were provided with PPE and hand sanitizer and supported to remove PPE and wash their hands on their return to the home.
- A zone in the home had been identified for use should people become symptomatic or test positive for COVID19. Designated staff members would work exclusively in this area and would not move about the home.
- The registered manager had undertaken risk assessments for people and staff. They had reviewed factors which placed people at a higher risk and put in place measures to keep people safe from harm. They had worked with both health and social care professionals to identify measures to monitor people's health and provide safe care.

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

Pranam 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 thematic review of infection control and prevention measures in care homes.

This inspection took place on 11 November 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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 providing PPE and staff were using PPE effectively and safely.
- We were assured that the provider was promoting safety through infection control practices in the home.
- We were assured that the provider was accessing routine testing for both staff and people using the service.
- We were assured that the provider had protocols to manage an infection outbreak.
- We were assured that the provider quality assured infection control measures.