

Mrs Mary McTeggart

Upalong Residential Home

Inspection report

16 Castle Road
Camberley
Surrey
GU15 2DS

Tel: 0127631356

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24 March 2021

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21 April 2021

Ratings

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

Summary of findings

Overall summary

Upalong Residential Home is a care home that provides care, support and accommodation for a maximum of nine older people some of whom were living with dementia. At the time of our inspection eight people were living at the service. Accommodation is provided in a converted residence offering single and shared occupancy en-suite rooms.

We found the following examples of good practice.

People were well supported by staff to have telephone contact with their family and friends. In person visits were facilitated in a manner which minimised the risk of infection spread, including window visits.

Plans were in place to isolate people with COVID-19 to minimise transmission. The service had good supplies of personal protective equipment (PPE) that was readily available throughout the service.

There was a meet and greet protocol in place where visitors were asked screening questions, had their temperature taken and washed their hands before entering the home. PPE was also provided where visitors entered the home.

Staff had received training on how to keep people safe during the COVID-19 pandemic and staff and people who lived in the home were regularly tested for COVID-19. The building was clean and free from clutter.

People's wellbeing was supported through activities, such as themed crafts. Activities were provided on a one to one basis or in small groups based on what people who were living in the home wanted to do each day.

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

Upalong Residential 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.

As part of CQC's response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 24 March 2021 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.