

Mr. Liakatali Hasham

Surrey Hills

Inspection report

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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

Surrey Hills is a residential nursing home providing care to up to 45 people who require care and support around their physical, health and dementia related individual needs. At the time of the inspection, 34 people lived in the home.

We found the following examples of good practice.

People were supported to host visitors in a COVID-19 secure way. The manager regularly updated people's families around the changes to the national guidance on visiting in care homes during the pandemic.

The provider effectively supported the manager to implement clear plans for infection prevention and control (IPC), COVID-19 outbreak management and a national testing program for people and staff. These were kept under ongoing review according to national guidance changes. Staff were knowledgeable on how to adhere to those plans and demonstrated this in practice. For example, staff were regularly tested for COVID-19, knew how to recognise COVID-19 symptoms and self-isolated when required.

Staff wore required personal protective equipment (PPE) on the day of the inspection. Staff told us they were trained on the safe use of PPE and IPC. The manager supported staff to assess their individual risks in relation to COVID-19 and implemented adequate measures to minimise those risks. Staff told us they were well-informed and felt supported by the provider throughout the pandemic.

The home was clean and hygienic. Staff undertook additional cleaning duties and the daily cleaning was underway on the day of the inspection. Staff could access required PPE and handwashing facilities around the home and there was supportive signage available around IPC systems.

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.

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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 12 April 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.