

Mr. Gordon Phillips

# Croham Place

## Inspection report

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13 January 2022

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## 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

Croham Place is a care home registered to provide personal care and nursing for up to 35 adults who have a range of complex needs. The service is divided into three separate units. The largest is The Manor which is a home for 14 physically disabled adults with complex care needs requiring nursing intervention. The Beeches is a house for 12 men with acquired brain injuries (ABI) and behaviours that may challenge others. The Nightingales is a home for 9 men of a working age who have sustained a brain injury which affects their behaviour, ability to process information and ability to function independently. Service users may also present with a premorbid mental health diagnosis and experience a variety of physical health conditions.

We found the following examples of good practice:

The provider had a robust system in place to ensure that visitors and external staff entering the premises had their vaccination status and lateral flow tests (LFT) checked. For those visiting who were unable to obtain and complete an LFT before entering, there was a designated toilet just inside the entrance which was dedicated to visitors being able to complete their testing here. We saw evidence of a substantive supply of LFTs available for such use. In addition, face masks and alcohol gel was in plentiful supply by the entrance and temperatures of anyone visiting were checked and recorded by a staff member.

The provider had implemented appropriate social distancing in all communal areas across the three units. For example, the dining areas and living rooms had appropriately spaced chairs to ensure a distance of 1-2 metres between residents could be maintained.

The provider had an admissions process in place. Whilst only one resident had been admitted during the COVID-19 pandemic, we were assured that a negative polymerase chain reaction (PCR) test and LFT were checked prior to admitting this resident from secondary care. The isolation period in this instance was not relevant as the resident was nursed in bed; however, the manager advised any positive result would indicate a seven day isolation period and would require a negative LFT result after this time prior to leaving their room.

Our observations during the inspection confirmed staff were adhering to personal protective equipment (PPE) and social distancing guidance.

The provider had ensured staff who were more vulnerable to COVID-19 had been assessed and plans were in place to minimise the risk to their health and wellbeing.

## 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**

# Croham Place

## **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 13 January 2022 and was announced. We gave the service 24 hours notice of the inspection.

# 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?

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

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We have also signposted the provider to resources to develop their approach.