

# Lorven Housing Ltd

# Warren Court

## Inspection report

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Purley  
Surrey  
CR8 1AF

Tel: 02086681165

Date of inspection visit:  
27 January 2022

Date of publication:  
09 February 2022

## 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

Warren Court is a care home registered to provide accommodation and personal care for up to 19 older people, some of whom were living with dementia. Accommodation is arranged over three floors and there is passenger lift access. At the time of our inspection there were 15 people using the service.

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. The provider had additional spare LFTs available for those who were unable to obtain and complete a test prior to visiting (which would be required to be negative prior to entering the home). A separate outbuilding near to the entrance was used to check visitor temperatures, negative LFT results and vaccination status (if appropriate). In addition, face masks and alcohol gel were in plentiful supply and temperatures of anyone visiting were recorded by a staff member. The provider had a contact-free thermometer for such checks to be conducted.

The provider had implemented appropriate social distancing in all communal areas. For example, the dining area and living room 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. The provider told us that new admissions were nursed in their room until a 14 day period had passed, and three negative LFTs had been obtained over consecutive days.

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**

# Warren Court

## **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 27 January 2022 and was announced. We gave the service three days 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.