

Karuna Care (TLC) Limited

Karuna Manor

Inspection report

Christchurch Avenue
Harrow
Middlesex
HA3 5BD

Date of inspection visit:
19 August 2020

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09 September 2020

Ratings

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

Summary of findings

Overall summary

Karuna Manor is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. Karuna Manor is registered to provide accommodation for up to 60 people who require nursing or personal care. Some of the people using the service may be living with dementia. People receiving care at Karuna Manor were mostly from an Asian background.

We found the following examples of good practice.

- Due to the high risk of exposure to COVID-19 during the pandemic, the service restricted physical visits from people's relatives except in exceptional circumstances. Individualised risk-assessments had been carried out to facilitate face to face visits, which allowed relatives to meet with their loved ones in the garden or waving through windows. Where face to face visits were not possible, the service used IT technologies such as Facetime, WhatsApp and Zoom.
- Social distancing impacted on people's movement around the home, and therefore may have affected people's emotional and physical wellbeing. As a result, the service introduced hall and doorway activities, such as 'hallway bingo', which encouraged people to participate in activities even though they were socially distanced. The service also had the televisions linked in people's room with the temple on the ground floor which allowed people to take part in the prayer meetings without leaving their rooms.
- To minimise the risk of infection to staff, the registered provider offered staff to stay overnight at the service. As part of standard practice staff were provided with a hot meal whilst on duty. However, in addition to this, the service provided basic goods such as milk, toiletries, and bread to staff to take home free of cost for their families. Their uniforms were washed on site and this minimised the risk of staff being unnecessarily exposed to the virus.
- All guidance and the training had been translated into Gujarati, which was the main language spoken at Karuna Manor and the activity co-ordinators provided the training to people who used the service and staff alike.

Further information is in the detailed findings below.

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

Karuna Manor

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 19 August 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 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 have also signposted the provider to resources to develop their approach.