

J & B Care Home Limited

Sweetcroft Residential Care Home

Inspection report

53 Sweetcroft Lane
Uxbridge
Middlesex
UB10 9LE

Tel: 01895230009

Date of inspection visit:
27 January 2021

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19 February 2021

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

Sweetcroft Residential Care Home offers accommodation and personal care for up to 20 older people often living with the experience of dementia. The accommodation is provided over two floors. At the time of our visit there were 14 people using the service.

We found the following examples of good practice.

Appropriate measures were in place to help prevent and control the spread of infection. People and visitors were monitored for symptoms related to COVID-19.

The provider had appropriate procedures in place for visitors. These included an advance booking system, a designated entrance for visitors, an outside route to visiting areas and all visitors wearing appropriate Personal Protective Equipment (PPE).

Alternatives to visiting in person so people could maintain their relationships with family and friends included video and telephone calls. A monthly newsletter was sent to families to keep them informed of what was happening in the home and included information about the impact of COVID-19. Processes were in place to support relatives to visit people receiving end of life care.

People were admitted safely to the service from the community and hospital. Prior to coming into the home, people were required to have a negative COVID-19 test and then isolated for 14 days once in the home. The provider recently improved their procedures for people entering the home. Staff now wait in the car park for new people being admitted or for people returning to the home to support them with PPE and to come in through the back door to avoid communal areas.

Processes in place to ensure staff used PPE appropriately included additional training and monitoring of the use of PPE and hand washing. PPE stations were placed at either end of corridors with appropriate signage and staff wore appropriate PPE when supporting people with personal care. The provider had adequate stocks of PPE.

Testing of people who used the service and staff was completed in line with current guidance.

Staff maintained social distancing where possible and the environment had been rearranged to promote this.

The provider had cleaning schedules in place which indicated specific tasks that needed to be completed and these were signed off daily. We also saw weekly and monthly audits to monitor cleaning and infection control.

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?

Further information is in the detailed findings below.

Inspected but not rated

Sweetcroft Residential Care 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 27 January 2021 and was unannounced.

Is the service safe?

Our findings

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.
- Each person had a coronavirus risk assessment and management plan, but not all staff had a risk assessment. We discussed with the registered manager about including more indicators in the risk assessment they already had as they had mainly considered pre-existing health conditions that put people at increased risk. The registered manager said they would amend the risk assessments to include more indicators such as ethnicity and age. They had already identified a more detailed risk assessment that did include other indicators and said they planned to complete these for all staff shortly. They told us they would also use these wider indicators to update people's risk assessments and management plans so they were more robust.

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