

# Abbeyfield Society (The) James House

## Inspection report

2 Sandy Lodge Way  
Northwood  
Middlesex  
HA6 2AJ

Tel: 01923823122  
Website: [www.abbeyfield.com](http://www.abbeyfield.com)

Date of inspection visit:  
13 August 2020

Date of publication:  
16 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

James House is a care home providing personal care and accommodation to younger and older adults. It is a converted house situated in a residential area. The care home can accommodate up to 12 people.

We found the following examples of good practice.

- Visitor information was clearly displayed at all the entrances to the home. Visits to the home were arranged by appointment and visitors agreed to follow the safe infection control guidelines provided.
- The provider had guidelines for people who had tested positive for COVID 19 with or without symptoms and those returning from any hospital visits were supported by staff self- isolate for a 14- day period.
- The registered manager understood the need to support people's and staff wellbeing. They recognised signs when people's mental health was deteriorating and worked closely with health and social care professionals to find a speedy and safe solution.
- The registered manager and staff used, "dementia friendly," language to support people to understand the pandemic and the reasons for the extra PPE use.

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**

# James House

## **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 13 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.