

# Connifers Care Limited

# Elm House

## Inspection report

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03 February 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

Elm House is a residential care home that provides accommodation and personal care for people living with a learning disability, mental health and/or autism. At the time of the inspection, five people were living at the service.

We found the following examples of good practice.

People were supported to stay in regular contact with their family and friends, who were able to visit with no undue restrictions. Staff made sure this was done in a safe way. Family and friends who were not able to visit, kept in touch with people through video and telephone calls.

When residents could not participate in external activities due to COVID-19, staff organised events in the service. The provider had been able to maintain staffing levels to make sure people experienced the same level of service.

The provider ensured current government guidelines in relation to COVID-19 were being followed by staff and visitors to reduce the risk of infection to people living at the service. This included comprehensive checks for visitors on arrival.

There was a system in place to record individuals COVID-19 vaccination status and COVID-19 test results. Detailed and up-to-date policies and procedures were in place.

There was a designated lead for IPC at the service who undertook regular audits to make sure staff complied with current guidance and practice. The service's IPC policy and plans for managing an outbreak were up to date and in line with current guidance.

Staff had been trained in COVID-19, infection prevention and control (IPC) and in the use of personal protective equipment (PPE). Staff told us there were enough supplies of PPE and there were designated areas for donning and doffing this. Handwashing facilities were easily accessible to people, staff and visitors.

The environment was clean and hygienic. Enhanced cleaning took place on a daily basis. Communal spaces were well ventilated and used creatively to ensure people could continue to interact with each other and staff in a safe way.

## 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**

# Elm 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.

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 3 February 2022 and was announced. We gave the service one day's 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.
- The provider made sure people could receive visits from family and friends when they wanted, with no undue restrictions.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.