

Mission Care

# Greenhill

## Inspection report

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### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Greenhill is a care home that provides personal and nursing care for up to 64 people. There were 57 people living at the service at the time of our inspection.

We found the following examples of good practice:

There were hand washing facilities at the entrance of the home and visitors were required to wash their hands before entering. All visitors, including health and social care professionals were screened for symptoms of acute respiratory infection before being allowed to enter the home. They were supported to follow national guidance on wearing personal protective equipment (PPE) and maintain social distancing.

The home was clean and well maintained throughout. We saw domestic staff cleaning surfaces regularly. Hand sanitisers were installed at the entrances to people's rooms to make it easily accessible for both them and staff to use. There was adequate stock of PPE at strategic locations around the home and we saw staff wearing their PPE appropriately. There was adequate ventilation throughout, the windows were opened to allow fresh air.

The home had safe arrangements in place for relatives to visit their loved ones. However, at the time of our visit only people receiving end of life care were allowed visitors due to a recent outbreak of COVID-19. The restrictions were due to end shortly after our inspection. People were supported to maintain contact with loved ones through video and telephone calls.

People were supported to maintain social distancing whilst in the dining rooms and in communal areas. The home followed national guidance on testing people and staff for COVID-19. The provider ensured all staff had received training on COVID-19, infection control and the use of PPE. Staff told us they were supported regularly through supervision sessions. Regular infection control audits took place to ensure the risk of infection was reduced and there were measures in place to promote health and safety.

The home followed safe practice when admitting new people to the home or when people returned from hospital.

The home had management plans to manage eventualities and outbreak of infection or COVID-19. The registered manager and staff worked closely with health and social care professionals to provide good care outcomes for people using the service.

## 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**

# Greenhill

## **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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 4 March 2021 and was unannounced.

# 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.