

Bupa Care Homes (GL) Limited

The Kensington Care Home

Inspection report

40-46 Ladbroke Road
London
W11 3PH

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Date of inspection visit:
20 August 2020

Date of publication:
21 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

The Kensington Care Home provides nursing care, respite and accommodation for up to 50 older people. The home is located in a converted Victorian property with a garden and is arranged over three floors which have lift access. At the time of our inspection there were 48 people using the service.

We found the following examples of good practice:

- The home was able maintain an excellent programme of activities throughout lockdown, adapting in-person activities to be socially distanced and external entertainment safely from the garden or remotely. People who had wished to continue to go out of the home for daily walks were able to visit local private gardens for which the home has a key.
- People who were having to isolate were supported by assigned staff who ensured their care and social needs. When people didn't have insight into their need to isolate or distance, staff used creative ways maintain people's safety. For example, one person needed to isolate, and agreed when this was explained to them, but would quickly forget that they needed to. A video recording was made of a trusted member of staff explaining the situation and each time the person responded to this and was happy to continue isolating.
- The home's layout was such that staff could be assigned to specific areas, even down to which staircase each unit's staff used, meaning that staff movement was easily controlled and traced.

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 was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

The Kensington 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.

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 20 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.