

London Residential Healthcare Limited

# London Residential Health Care Limited - Brook House Nursing Home

## 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

Brook House Nursing Home is a care home providing personal and nursing care for up to 32 people including those with dementia. At the time of the inspection 30 people were receiving a service at the home.

We found the following examples of good practice.

The care home's measures to prevent and minimise the risk to people, staff and those that visited from catching or spreading COVID-19 were effective and robust.

Staff and managers wore personal protective equipment (PPE) appropriately. During our inspection, up to date infection prevention and control (IPC) and COVID-19 training was provided for staff that was routinely refreshed. There were suitable supplies of PPE that met current demand and any future outbreaks.

Staff followed IPC and PPE policies and procedures, that reflected ongoing changes to COVID-19 related guidance and were regularly updated. This covered contingency plans for managing adverse events, such as COVID-19 outbreaks and staff shortages. The registered manager conducted frequent care home walkabout tours to make sure staff were using PPE properly, and following guidance.

Whilst access to the care home was restricted, due to an outbreak, designated people such as essential care givers and visitors of people at the end of life could visit their relative or friend in line with Government COVID-19 care home guidelines. All visitors to the care home had to follow the home's IPC guidance.

Alternative communication arrangements were made so people could maintain relationships with relatives and friends. Staff actively supported people to keep in touch with those who could not visit the care home by telephone and using video calls.

Currently the care home was not taking new referrals or people returning home due to a COVID-19 outbreak. Normally new admissions or people returning after a hospital stay were required to have a negative COVID-19 test and self-isolate for a minimum 14 days to reduce the risk of the virus spreading.

A 'whole home' COVID-19 testing program was followed, that ensured everyone living, working or visiting the care home was regularly tested for COVID-19. The provider knew how to order COVID-19 home testing kits and where from.

The care home was kept clean, hygienic, and detailed records were kept of staff cleaning schedules. This included continuously cleaning high touch surfaces, such as light switches, grab rails and door handles as part of a rolling programme.

The care home kept thorough assessments of infection risks for everyone living and working there and if people were deemed to be disproportionately at risk from COVID-19, appropriate action was taken to reduce the impact. Staff with underlying health care conditions or other restricting factors, did not work on

floors where people who had tested positive for COVID-19 had been or were self-isolating.

The provider had minimised the number of agency staff they used to those that had previous experience of the home to reduce the risk of spreading infection.

The provider's IPC policy was up to date and last updated on 21 January 2022.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Inspected but not rated

Further information is in the detailed findings below.

**Inspected but not rated**

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## **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 announced inspection took place on 1 February 2022. It was carried out by one inspector and the service was given 24 hours' 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 was facilitating visits for people living in the home in accordance with the current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.