

Shaw Healthcare (Group) Limited

Kent Lodge

Inspection report

1 Pitshanger Lane
Ealing
London
W5 1RH

Tel: 02089982412
Website: www.shaw.co.uk

Date of inspection visit:
14 January 2021

Date of publication:
19 February 2021

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	-------------------------

Summary of findings

Overall summary

Kent Lodge offers accommodation and personal care for up to 38 older people, some of whom are living with the experience of dementia. The accommodation is provided over two floors. At the time of our visit there were 34 people using the service. The service is provided by Shaw Healthcare (Group) Limited, a national organisation providing health and social care.

We found the following examples of good practice.

Appropriate measures were in place to help prevent and control the spread of infection. There were procedures for visitors, visits were arranged in advance and there were identified areas for visits to take place in. Alternatives to visiting in person included the use of tablets and phone calls to keep people in contact with their network.

People were admitted safely to the service. Once a negative test result was confirmed and the person was admitted to the home, they isolated for 14 days and their clothes and property were held for 72 hours before being used.

There were designated areas for putting personal protective equipment (PPE) on and to dispose of it safely after use. Staff had training around PPE and spot checks were carried out to monitor the correct use of PPE.

Testing of people who used the service and staff was completed in line with current guidance.

Staff maintained social distancing where possible and the environment had been rearranged to promote social distancing.

The premises looked clean and hygienic. There were daily cleaning schedules and an audit was completed to check cleaning was up to the required standard.

Staff had undertaken infection prevention and control training to help to minimise the risk of people catching or spreading COVID-19.

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?

Further information is in the detailed findings below.

Inspected but not rated

Kent Lodge

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 14 January 2021 and was unannounced.

Is the service safe?

Our findings

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.
- There were risk assessments for staff regarding COVID-19. However, there were no individual risk assessments for people using the service around COVID-19. When we raised this with the registered manager, they told us they would implement risk assessments for people in relation to COVID-19.

We have also signposted the provider to resources to develop their approach.