

Randall Care Homes Limited

Randall House

Inspection report

75 Randall Avenue
London
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10 November 2020

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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

Randall House is a residential care home. It provides accommodation and personal care for a maximum of five people who live with mental health needs. There were five people using the service at the time of this inspection.

We found the following examples of good practice.

All staff had received training about Covid19, the use of personal protective equipment (PPE) and infection prevention and control. This has ensured that staff had the skills and knowledge they needed to protect people from infection and keep them safe.

The provider ensured there were plentiful supplies of personal protective equipment (PPE). PPE included face masks, disposable gloves and aprons. We saw staff used these appropriately. Management staff carried out unannounced checks to make sure that staff were wearing PPE correctly and following up to date infection, protection and control guidance.

The provider participated in regular Covid19 testing of people living in the service and staff.

The environment was clean. Cleaning schedules were in place. These included frequent cleaning of high touch areas such as light switches and door handles.

To reduce the risk of the spread of infection, people were encouraged to wash their hands often, and where that was not possible, hand sanitisers were available. A care worker spoke of frequently reminding people to wash their hands. Posters that included pictures of good hand washing techniques were displayed in the home.

The care home had supported people to keep in contact with family and friends. This engagement had been personalised to support people's individual needs and well-being as well as their safety. People had contact with relatives via telephone and video calls. Socially distanced visits had also taken place.

The service worked well in partnership well with other agencies and health professionals, to ensure people's needs were met.

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?

We were assured the service was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Randall 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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

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.

This inspection took place on 10 November 2020 and was announced.

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.

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