

# Twinglobe Care Limited

# Azalea Court

## Inspection report

58-62 Abbey Road  
Bush Hill Park  
Enfield  
Middlesex  
EN1 2QN

Tel: 02083701750  
Website: [www.azaleacourt.co.uk](http://www.azaleacourt.co.uk)

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19 August 2020

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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# Summary of findings

## Overall summary

Azalea Court is a nursing home providing personal and nursing care to 71 people at the time of the inspection. The service can support up to 83 people across three separate floors. Two of the floors specialise in providing care to people living with dementia and nursing needs. In addition, there is a separate eight bed high dependency unit in the grounds for people who have specialised needs such as brain injury, tracheostomy care and non-invasive ventilation.

We found the following examples of good practice.

- A specific Covid 19 training programme was developed for staff. Staff underwent regular training and competency assessments in the use of PPE and handwashing.
- The provider had well organised arrangements in place to test people and staff for Covid 19 and was following government guidance on testing. A number of staff were trained to carry out testing.
- Hospital discharges and admissions to the service were well managed with a strict admissions procedure to minimise the risk of spreading infection into the home. The service had no current or previous cases of Covid 19 within the home.
- The provider was in the process of adapting an existing communal room with separate access into a dedicated visitors' room with screening where people could meet their families safely.

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

**Inspected but not rated**

# Azalea Court

## **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 19 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.