

MMCG (2) Limited

Heritage Care Centre

Inspection report

30 Gearing Close
London
SW17 6DJ

Tel: 02080030115

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28 January 2022

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11 February 2022

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Heritage Care Centre provides nursing and personal care for up to 72 older people. At the time of our inspection there were 64 people using the service including those living with dementia.

We found the following examples of good practice.

The care home had robust and effective measures in place to prevent and minimise the risk of catching or spreading COVID-19 for people using the service, staff, relatives and friends that visited the care home.

Managers and staff appropriately wore personal protective equipment (PPE) during the inspection. Staff received up to date infection prevention and control (IPC) and COVID-19 training, that was routinely refreshed.

IPC and PPE policies and procedures were regularly updated to reflect ongoing changes to COVID-19 related guidance and were followed by staff. They included specific Covid-19 related risk assessments for people, and contingency plans for managing adverse events, such as COVID-19 outbreaks and staff shortages.

Whilst care home access was restricted, due to an outbreak, designated people were permitted to visit their relative or friend in line with Government COVID-19 care home guidelines. All visitors to the care home had to follow the providers IPC guidance and procedures. This included the inspector during the visit.

Alternative communication arrangements were provided, by the care home, to enable people to maintain important relationships with relatives and friends. People were actively supported by staff, to keep in touch with those who could not visit the care home in-person, via telephone and video calls.

Currently the care home was not taking new admissions due to a Covid-19 outbreak. Once the outbreak passes new admissions will be taken and people will be returning after hospital stays. People will be required to have a negative COVID-19 test and self-isolate for the prescribed period to minimise the risk of the virus spreading.

A 'whole home' COVID-19 testing program was adopted by the care home. This meant people living, working or visiting the care home were regularly tested for COVID-19. All staff were vaccinated and people using the service were tested twice per week. The provider was aware of how to apply for COVID-19 home testing kits and had adequate supplies of PPE instore that met current demand and foreseen outbreaks.

The care home had a rolling program of continuously cleaning high touch surfaces, such as light switches, grab rails and door handles. This meant the care home was clean, hygienic and detailed records were kept of cleaning schedules to maintain this. The cleaning and all other staff were fully aware of their crucial role and responsibilities.

The care home thoroughly assessed infection risks to everyone living, visiting and working there. When

people were deemed to be disproportionately at risk from COVID-19, appropriate action was taken to minimise the impact. All staff including those most at risk from underlying health care conditions or other relevant factors, had specific risk assessments in place.

The care home used the same block booked agency staff to reduce the danger of infection. Staff worked exclusively in the care home and on specific designated floors to reduce the risk of spreading infection.

The provider's IPC policy was up to date and last reviewed on 24 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

Heritage Care Centre

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 inspection took place on 28 January and was announced. We gave the service 48 hours notice of the inspection. The registered and area managers were away on a two day training course on the proposed inspection date, so the inspection was postponed for a further two days.

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.