

Supreme Care Services Limited

Jubilee Lodge

Inspection report

3 Hartherleigh Close
Morden
Surrey
SM4 5AD

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10 February 2022

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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

Jubilee Lodge is a residential service providing care for up to three adults who misuse drugs and alcohol or have mental health issues. It is located in the Morden area of London. There were two people using the service at the time of the inspection.

We found the following examples of good practice.

Facilities were in place for visitors to wash hands or use hand sanitiser when entering and leaving the home. Visitors were screened for symptoms of acute respiratory infection before being allowed to enter the home, this included having their temperature taken, completing a visitors book and a questionnaire in relation to COVID-19. Information was accessible on arrival or before visits to ensure visitors followed guidance and procedures to ensure compliance with infection prevention control (IPC).

Staff were observed wearing Personal Protective Equipment (PPE) in areas where 2m social distancing could not be achieved and the use of PPE was in accordance with current government guidelines. Signage on PPE and handwashing was visible in all required areas, including for visitors. Staff had received training in IPC and PPE.

People were assessed daily for the development of symptoms of COVID-19. The provider had a process for monitoring people and completing lateral flow tests when they went out into the community.

Testing scheme for all staff and residents was conducted – known as 'whole home testing'. The registered manager knew how to apply for coronavirus testing kits to test people and staff.

Risk assessments had been carried out on people using services and staff belonging to higher risk groups.

The provider ensured that the home was well ventilated, with windows and doors opened where appropriate to facilitate ventilation. Staff had cleaning schedules, which they were required to complete and include frequency of cleaning of high touch areas, e.g. light switches and door handles. Records/checks of cleaning showed compliance with the cleaning schedule.

The provider understood and was meeting COVID-19 staff vaccination requirement. This includes, monitoring vaccination and COVID-19 status of deployed staff, ensuring deployed staff maintain an up-to-date vaccination status, including providing guidance and assistance for staff to get vaccinated.

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

Jubilee 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 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 10/02/2022 and was announced. We gave the service 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 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.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.