

Achieve Together Limited

The Regard Partnership Limited - 225 London Road

Inspection report

225 London Road
Twickenham
Middlesex
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Date of inspection visit:
26 January 2022

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04 February 2022

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

The Regard Partnership Limited - 225 London Road is a residential care home providing personal care for up to six people. At the time of our inspection there were five people living in the home.

We found the following examples of good practice:

The provider was following best practice guidance to prevent visitors to the home spreading COVID-19 infection. The provider enabled residents to keep in touch with family members and people's friends through regular phone calls, emails and video conferencing.

Staff had successfully adhered to infection control and COVID policies so that no challenges or difficulties had been experienced throughout the pandemic in relation to staffing in this service.

All visitors were asked to complete COVID-19 lateral flow test. All visiting professionals on the national testing programme were asked to show proof of their recent COVID-19 negative test. On entry all staff and visitors were provided with Personal Protective Equipment (PPE). This was to ensure the safety of staff and people.

People were supported to see their family in the garden during summer and markings were done in the garden to ensure social distancing.

The home had multiple clean areas for staff to don and doff (put on and take off) PPE.

Our observations during the inspection confirmed staff were adhering to PPE and Infection Control guidance.

The provider had ensured residents who were more vulnerable to COVID-19 had been assessed and plans were in place to minimise the risk to their health and wellbeing.

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

The Regard Partnership Limited - 225 London Road

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 looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 26 January 2022 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 making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider's infection prevention and control policy was up to date.