

Sancroft Community Care Limited

Sancroft Community Care Limited- Sancroft Hall

Inspection report

28B Sancroft Road
Harrow
Middlesex
HA3 7NS

Tel: 020888619930

Date of inspection visit:
30 March 2021

Date of publication:
25 May 2021

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

Sancroft Community Care limited-Sancroft Hall is a residential care home that provides accommodation and personal care for up to 62 older people some of whom live with dementia. The service was provided in six 'houses' within the care home. Two of the houses accommodated Asian older people. At the time of the inspection 52 people were using the service.

We found the following examples of good practice.

- Everyone entering the home was required to wash and sanitise their hands and received a temperature check before being allowed to leave the reception area. All staff and visitors were required to don personal protective equipment (PPE) such as face masks, and disposable gloves and aprons, where appropriate, before entering any part of the home. Visitors were required to take a COVID-19 test and wait for a result prior to entering the home. An area with seating was provided for visitors to wait for their results.
- During the COVID-19 pandemic the home had supported relatives to visit family members receiving end of life care following safety and temperature checks and using appropriate PPE. The home had provided a room accessible from the garden to ensure that visitors could meet family members safely. All visits by family members and friends were arranged by appointment to enable staff to ensure that cleaning was undertaken between appointments. The home had ordered a shelter for the garden to ensure that there were further opportunities for people to meet with family members and friends.
- Staff used laptop computers/tablets to enable people to keep in touch with family members who were unable to visit. These arrangements enabled people to stay in contact with their loved ones, whilst keeping other people and staff safe.
- People and staff had received regular testing for COVID-19. The provider paid the full salary to staff who were required to isolate to ensure they were not financially disadvantaged if they needed to isolate following a positive test.
- An area of the home had been allocated and used specifically to isolate and care for people diagnosed with Covid-19 should this be necessary.
- All staff had received training on COVID-19, infection control and the safe use of PPE.
- Members of the housekeeping team cleaned frequently touched surfaces, such as light switches and door handles throughout the day. Care staff carried out these cleaning tasks during the evenings and at weekends. This helped prevent and control infection within the home.
- 'Bubbles' had been created for activities. Activities were repeated so that small groups of people could participate with their regular staff members in a socially distanced way. Where people had been confined to their rooms due to a need to isolate, staff provided personalised activities for them, such as videos, music and chats.
- During this inspection building contractors were working at the home replacing windows. The window replacement work had been planned to reduce contact with people living at the home. The provider had placed a 'portaloo' in the car park area to reduce the need for contractors to use toilets and washing facilities within the home. The contractors entered and exited the home using a doorway not used by people and their visitors. These arrangements reduced the risk of infection.

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

Sancroft Community Care Limited- Sancroft Hall

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 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 30 March 2021 and was unannounced. The inspection was carried out by a single inspector.

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 were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.