

Metropolitan Housing Trust Limited

Wood Court

Inspection report

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Date of inspection visit:
25 January 2022

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01 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

Wood Court provides a support and care service for up to 39 people over the age of 55 living in self-contained one-bedroom flats. The service is delivered within an extra care housing scheme commissioned by the London Borough of Barnet by care staff who are on site 24 hours a day. The Care Quality Commission regulates the personal care service provided to tenants. On the day of our inspection there were 21 people receiving a personal care service.

We found the following examples of good practice.

The registered manager and support team worked co-operatively with tenants and other people in their network, to ensure the spread of COVID-19 was minimised.

Policies and processes were in place to ensure infection control was prioritised in communal areas, and enhanced cleaning taking place on a daily basis by the housing provider. Tenants were supported to practice good infection control processes in their own flats. Staff were trained in infection control management and had been supported tenants to test regularly. There was no use of agency staff and regular bank staff were used to support during staff absences.

The provider and registered manager were aware of the legal requirement for staff to be vaccinated by 1 April 2022, and had plans in place to support staff to achieve this.

We were assured that this service met good infection prevention and control guidelines and had no concerns regarding the management of COVID-19.

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

Wood 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.

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 25 January 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 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 service in accordance with the current guidance.
- As an extra care housing service, from April 2022, the provider will be required by law to ensure non-exempt staff and visiting professionals are vaccinated against COVID-19. The provider and registered manager have put plans in place to ensure this is complied with.