

Premiere Care (Southern) Limited

# Penerley Lodge Care Centre

## Inspection report

34-40  
Penerley Road  
London  
SE6 2LQ

Tel: 02086956029  
Website: [www.premierecarehomes.co.uk](http://www.premierecarehomes.co.uk)

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Penerley Lodge Care Centre provides accommodation and support to up to 28 people aged 65 and over, including people living with dementia. At the time of our inspection 28 people were living there. The home was adapted from neighbouring period properties, with accommodation over two floors and a large garden.

### People's experience of using this service and what we found

Prior to our inspection we were told by a visiting professional that staff did not always wear appropriate PPE. During our inspection we observed two members of staff not wearing fluid repellent masks whilst in close proximity to vulnerable residents.

Cleaning of the service had increased to reduce the risk of infection. The provider was in the process of refurbishing the service and we could see improvements and been made to bathrooms and the kitchen.

The provider was supporting people to receive visits from family members in a safe way. People were monitored for signs and symptoms of illness. People receiving care and staff were being tested regularly for Covid-19.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was requires improvement (published 19 March 2020). The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found some improvements had been made, however we identified further concerns in relation to infection prevention control.

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns we received about infection control procedures. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We have identified breaches in relation to safe care and treatment at this inspection.

You can see what action we have asked the provider to take at the end of this full report.

### Follow up

We will request an action plan for the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## 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

**Inspected but not rated**

# Penerley Lodge Care Centre

## Detailed findings

### Background to this inspection

#### The 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.

#### Inspection team

The inspection was carried out by one inspector.

#### Service and service type

Penerley Lodge Care Centre is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all this information to plan our inspection.

#### During the inspection

We made observations interactions between staff and residents. We spoke with the registered manager and the finance officer. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

How well are people protected by the prevention and control of infection?

- Staff did not always wear PPE correctly to reduce the risk of infections being spread. Before our visit we were told by a visiting professional that they had witnessed staff not wearing fluid repellent masks. During the inspection we saw two members of staff not wearing masks appropriately.

The failure to ensure all staff wear PPE in line with guidance placed people at risk of harm. This was a breach of regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- The provider had put in place a visitors' procedure to ensure people's relatives could visit safely. Visitors were screened for signs of infection on arrival and supported to maintain safe hand hygiene and wear appropriate PPE during their visit. When visits were stopped due to lockdown restrictions the provider supported people to stay in touch with relatives using alternative methods, such as video calls.
- The provider understood the guidance on isolation, cohorting and zoning and had considered how they would achieve this if there were positive cases within the service. People were admitted safely to the service. Residents were assessed once daily for the development of a high temperature and a cough as well as blood pressure and oxygen levels which may indicate acute ill health.
- The service had increased the cleaning of the service to reduce the risk of infection. Cleaning staff had received additional training to enhance their understanding of infection control in the context of the current pandemic. The service was in the process of improving the decoration of the premises and had replaced all carpets with vinyl flooring which could be more easily kept hygienic.
- The service had taken action to reduce the movement of staff between different settings. Agency staff were tested before they started working at the service and they received a test every week they remained at the service. All staff had received infection control training which included information on the coronavirus and donning and doffing practice.
- The service was engaging in regular 'whole service' testing of residents and staff.

This section is primarily information for the provider

## Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment  The registered person was failing to protect people from harm as staff did not always wear appropriate personal protective equipment.