

# Ambient Support Limited

# 19 Wheathill Road

## Inspection report

19 Wheathill Road  
London  
SE20 7XQ

Tel: 02086593337

Date of inspection visit:  
28 February 2022

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21 March 2022

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

19 Wheathill Road provides accommodation for people who require nursing or personal care for up to five adults with mental health needs. At the time of our inspection there were four people living at the home.

We found the following examples of good practice.

The provider screened all visitors to the home for symptoms of acute respiratory infection before they could enter the home. Visitors were supported to follow the government's guidance on hand washing, sanitising, wearing personal protective equipment (PPE), temperature checks, and that they had been fully vaccinated before entering the home and social distancing whilst on the premises.

There was an enhanced COVID-19 testing program in place for people using the service and for staff. When people or staff showed symptoms they were required to self-isolate. We observed staff wearing appropriate PPE and socially distancing throughout our visit.

There had been no new admission to the home during the pandemic.

The registered manager told us, they were always well stocked with PPE, which included hand sanitiser, disposable aprons, mask, gloves, face shield. Staff were trained on how and when to use PPE and their disposal, as appropriate. Following our feedback onsite, the registered manager straight away arranged for a dedicated place for staff donning and doffing of PPE.

The provider carried out regular COVID-19 PCR and LFT tests and temperature checks for people and staff in line with the government guidelines.

During our visit we saw the home was very clean throughout. Staff on duty maintained a cleaning schedule that was monitored regularly by the registered manager.

There had always been enough staff to meet people's needs throughout the pandemic. All staff had received training on COVID-19, infection control, the use of PPE, and they had been fully vaccinated.

The provider had a COVID-19 specific policy and procedures, and a contingency plan in place which they had followed throughout the COVID-19 pandemic. The operations director and the deputy manager told us there were no restrictions on visiting at the home in accordance with the current guidance.

## 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**

# 19 Wheathill 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 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 28 February 2022 and was announced. We gave the service two days' 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.

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.