

Outlook Care

Outlook Care- The Bungalow

Inspection report

325 Larkshall Road
London
E4 9HW

Tel: 02085233264

Date of inspection visit:
16 March 2021

Date of publication:
23 March 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

Outlook Care - The Bungalow is a care home registered to provide accommodation, personal care and support for up to six adults with learning disabilities or autism. At the time of our inspection, four people were living in the home.

We found the following examples of good practice.

- The provider followed safe infection prevention and control practices and procedures to ensure people, staff and visitors' safety, and protected them from the risk of infection.
- The service had systems in place to check staff and visitors' temperatures and they provided them with appropriate personal protective equipment (PPE), before they were allowed into the care home.
- The provider had implemented suitable visiting arrangements to ensure people could receive visits safely. A separate room was dedicated for visits, this room was spacious enough to allow social distancing and had windows to provide sufficient ventilation. Relatives were sent updated information, which included the procedures they were required to follow during the visit. This ensured their and people's safety.
- Throughout the pandemic, people were supported to stay in contact with their relatives using their preferred mode of communication.
- People, staff and visitors were supported to follow the government's guidance on wearing PPE and social distancing.
- The provider had adequate stock of hand sanitisers and PPE. The premises were cleaned and disinfected frequently to help prevent the spread of infection.
- The provider followed the government's guidance on carrying out COVID-19 testing and made appropriate arrangements to test people, staff and visitors.
- All staff received training and support to prevent and control the spread of infection. Staff safety and wellbeing was supported if they became unwell and when they returned to work.
- The registered manager was well supported by the provider and their clinical lead. They also sought support and advice from external agencies including the local authority, the Clinical Commissioning Group, Public Health England, Rapid Response Service and local health teams to help keep people and staff safe.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

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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 16 March 2021 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 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.