

Mrs Navlette McFarlane

Tulips Care Home I

Inspection report

326 Hither Green Lane
Hither Green
London
SE13 6TS

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25 March 2021

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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

Tulips Care Home I is a residential care home providing personal care for up to four adults with mental health needs. At the time of our inspection three people were living in the service.

We found the following examples of good practice:

The provider followed best practice guidance to ensure visitors to the home did not introduce and spread COVID-19. Information and instructions for visitors were communicated before visits and displayed in the care home. Staff were adhering to personal protective equipment (PPE) and social distancing guidance.

People were supported to see their visitors, or when this was not possible, they were supported to speak to their families on the phone or via video call. The provider developed newsletters detailing events within the home to people's families.

The provider had an infection prevention and control (IPC) policy that outlined the requirement for isolation rooms for people infected with COVID-19 for people admitted to the home from the hospital or the community.

The provider had ensured staff who were more vulnerable to COVID-19 had a risk assessment in place, and where it was not safe for staff to be at work, they had a furlough scheme in place to protect staff and people.

A COVID-19 vaccination letter was given to the residents to explain the vaccine and IPC requirements.

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

Tulips Care Home I

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 25 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.