

# Supreme Care Services Limited

# Jericho Lodge

## Inspection report

22 Links Avenue  
Morden  
Surrey  
SM4 5AA

Tel: 02085436686  
Website: [www.supremecare.co.uk](http://www.supremecare.co.uk)

Date of inspection visit:  
21 January 2022

Date of publication:  
04 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

Jericho Lodge is a residential care home providing personal and nursing care for up to three people. At the time of our inspection there were two people living at the home.

We found the following examples of good practice:

The provider was following best practice guidance to prevent visitors to the home spreading the Covid-19 infection. Visitors entered the premises through the front door and staff checked the vaccination and Covid-19 status of visitors, recorded vaccination or exemption status and provided assurance of meeting vaccination requirements. On entry to the home, there was a visitors book and information displayed on the wall about infection prevention and control (IPC) and personal protective equipment (PPE). All visitors were screened for symptoms of acute respiratory infection before being allowed to enter the home. Visitors were supported to wear a face covering when visiting. The provider requested that visitors call in advance of visiting and staggered visits. Visitors had no contact with other residents and minimal contact with staff. The provider supported alternative forms of maintaining social contact for friends and relatives; for example, keeping in touch using video calls, visiting in the communal garden in the summer months and using a telephone to communicate. The provider supported the residents in outside visits and had a process for monitoring of residents for Covid-19 symptoms and lateral flow testing on their return.

The provider had not had any residents who had tested positive for Covid-19, however, it told us of the process it would follow if a resident did test positive. The provider had completed risk assessments for residents where it considered the risks of Covid-19 and how risks could be mitigated. The provider had a process in place to be followed if a staff member tested positive for Covid-19.

The provider had not had any recent admissions. It had a process for admissions which it would follow if a resident was being admitted to the home. The provider would check the Covid-19 status for the resident, ensure testing was completed and would isolate the resident for the prescribed time before allowing the resident to mix with other residents.

Use of PPE was in accordance with current government guidelines. The provider had explained to residents about why PPE was necessary and had supported their knowledge of Covid-19 through communicating with them.

The provider ensured that the home was well ventilated, with windows and doors opened where appropriate to facilitate ventilation. The good practice for linen and laundry guidance was followed.

Further information is in the detailed findings below.

## 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**

# Jericho Lodge

## **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 21 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. The provider had not admitted anyone to the service during Covid-19 but had a process should this be required.
- 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 somewhat 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 home in accordance with the current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises because we found the following example of where practice could be improved:

During our visit, we observed personal items in the bathroom including toothbrushes on the sink and toiletries on the bath. We provided feedback to the home to develop a process to ensure that personal items and toiletries were not mixed up or shared across residents.

We have also signposted the provider to resources to develop their approach.