

Sanctuary Care Limited

Rowanweald Residential and Nursing Home

Inspection report

1 Weald Lane
Harrow Weald
Harrow
Middlesex
HA3 5EG

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17 February 2022

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Website: www.sanctuary-care.co.uk/care-homes-london/rowanweald-residential-and-nursing-home

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Rowanweald Residential and Nursing Home is a 'care home'. It provides nursing support and for a maximum of 75 people across three units in a purpose-built home. People using the service have a range of needs. Most are older people, some of whom are living with dementia. At the time of this visit there were 57 people living at the home.

We found the following examples of good practice.

The home had taken steps to ensure people and staff were protected from preventable risks of infection. Visitors to the home were carefully screened so that they do not present a risk to people in the home. On arrival at the home visitors were required to complete a screening questionnaire, have their temperatures taken and show evidence of a negative lateral flow test (LFT) taken on the day of the visit. Arrangements were in place to enable visitors to take a LFT at the home and a safe place was provided for them whilst they were awaiting results.

The home followed current government guidance in relation to COVID-19 vaccination and testing for staff and people living at the home. Staff were required to demonstrate negative LFTs and have their temperatures taken before starting each working shift. At the time of this inspection, the interior of the building was being refurbished. The contractors carrying out the works had been required to show evidence of COVID-19 vaccinations and to demonstrate a negative LFT before commencing work each day.

At the time of this inspection, three people were isolating following positive COVID-19 tests. Information in relation to isolation requirements was placed on their bedroom doors and staff were observed to follow this. Where people were unable to receive visitors in their rooms due to the requirement to isolate, staff supported them to maintain contact with friends and family by telephone and the internet.

Staff had a good understanding of infection prevention and control measures. The home had sufficient and appropriate stocks of personal protective equipment (PPE). Supplies of PPE were provided for visitors and staff at the entrance to the home. PPE changing stations were available on each floor. Hand sanitisers were provided throughout the home and each PPE station, and people's rooms, had suitable foot operated bins for the disposal of PPE and sanitary items. home had an area for staff to remove or put on PPEs. It had a poster and guidance showing staff how to remove PPEs correctly, hand washing facilities with sanitizer, and paper towels and foot operated large pedal bins lined with infected/clinical waste bags for the safe disposal of used PPE.

People and staff were 'cohorted' which meant they always stayed and worked in the same units at the home. Activities were repeated in each unit so that small groups of people could participate with their regular staff members in a socially distanced way.

Furniture in communal areas had been arranged to ensure people were able to socially distanced. Areas of

the home that were being refurbished were closed off to people and staff wherever possible to reduce contact with visiting contractors.

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

Rowanweald Residential and Nursing Home

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 17 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The registered manager 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.
- All visitors to the home were required to complete a COVID-19 screening form and have their temperature checked at entry. Visitors were unable to progress past the reception area without evidence of a negative lateral flow test taken on the day of the visit. Arrangements were in place to enable visitors to take their lateral flow test at the home. Visiting professionals were also required to show evidence of COVID-19 vaccinations. These arrangements also applied to building contractors who were undertaking improvement works at the home at the time of this inspection.