

Octavia Housing

Octavia Housing - Miranda House

Inspection report

Miranda House
21 Penzance Place
London
W11 4PD

Tel: 02076021516

Date of inspection visit:
22 February 2022

Date of publication:
23 March 2022

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

Miranda House provides an extra care service for up to 20 older people who live in self-contained flats over three floors within the building with a single secure entrance. At the time of our inspection there were 18 people using the service.

We found the following examples of good practice.

People were provided with alternatives to face to face contact, including access to video calling and online shopping to reduce their risk of being exposed to COVID-19.

The garden had been newly refurbished and decorated by residents to provide a more pleasant place for outdoor visiting and socialising.

Testing was increased for staff and residents as appropriate.

Managers carried out regular checks on the condition of people's flats to ensure people had the right support to maintain a hygienic environment.

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

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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 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 22 February 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.
- 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.