

London Borough of Hounslow

Clifton Gardens Resource Centre

Inspection report

59 Clifton Gardens
London
W4 5TZ

Tel: 02085835540

Date of inspection visit:
11 January 2022

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02 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Clifton Gardens is a care home and is run by the London Borough of Hounslow. It provides accommodation for up to 43 older people in single rooms. The majority of people at Clifton Gardens Resource Centre are living with a diagnosis of dementia. The home is situated within a residential area of the London Borough of Hounslow. At the time of our visit there were 42 people using the service.

We found the following examples of good practice.

- People living at the home were supported to have visitors. Relatives and friends undertook a COVID-19 test before visiting the home. Temperature checks were carried out on arrival and visitors were provided with appropriate personal protective equipment (PPE). When professionals and contractors visited the home, their vaccination status was recorded, and the provider ensured they had completed a COVID-19 test and used PPE.
- Enhanced cleaning schedules were in place. We saw the home was clean and cleaning was underway during the inspection. Care workers had access to anti-bacterial wipes to clean furniture and equipment after each use and hand gel was available around the home. Windows in communal areas were opened regularly, whilst ensuring people did not get cold, to encourage airflow around the home.
- The registered manager had processes in place to manage any outbreaks which included people being cared for in their bedroom if they tested positive. The date the person went into isolation was recorded on a sign on the bedroom door and PPE was available outside the room with a way for staff to dispose of used PPE safely.
- People were supported to take part in activities in a safe way and to interact with other people around the home. Support was also provided for people to keep in contact with their family and friends.
- The registered manager had a clear process for COVID-19 testing of both people living at the home and staff.
- Risk assessments had been carried out to identify any possible issues including when people left the home to go out with relatives and friends. For example, some people were supported to visit relatives for Christmas lunch.

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

Clifton Gardens Resource Centre

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 11 January 2022 and was announced. We gave the service one days' 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.
- 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.