

Crownwise Limited

# Crownwise Limited - Streatham Common South

## Inspection report

22 Streatham Common South  
Streatham  
London  
SW16 3BU

Tel: 02087650716

Date of inspection visit:  
30 April 2021

Date of publication:  
20 May 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Crownwise Limited - Streatham Common South is a 'care home' registered for up to six people with mental health needs. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

At the time of inspection there were four people living at the service which is located on the ground and basement floors of a detached house.

We found the following examples of good practice.

The provider had appropriate arrangements in place to reduce the risk of infection. A safe visiting procedure was in place. People were tested for COVID-19 before their admission and after their arrival to reduce risk of infection. People who use the service and staff and residents were tested regularly for COVID-19. The home was clean and hygienic throughout. Staff followed enhanced cleaning schedules to ensure specific areas identified as high risk of transmission of the virus, such as light switches and other touch points, were cleaned several times per day. There was enough Personal Protective Equipment (PPE) available at the home. We observed staff using and disposing of PPE safely and in line with national guidance. Staff had received appropriate infection prevention and control training to manage Covid-19. This included donning and doffing (putting on and taking off) of PPE. Staff worked closely with people who use the service to understand the impact of Covid-19 and how to keep themselves safe. The registered manager told us they received good support from the provider organisation, the local authority and the Clinical Commissioning Group. Staff told us they had received emotional and practical support to assist them through the difficulties of the COVID-19 outbreak. The home's infection prevention and control policy and risk assessments had been updated relating to COVID-19. The provider had assessed and mitigated infection risks to staff working at the care home, including staff in high risk groups.

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**

# Crownwise Limited - Streatham Common South

## **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, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

The inspection team consisted of one inspector.

#### Notice of inspection

We gave a short period notice of the inspection because of the COVID-19 pandemic to ensure our activity would bring minimal disruption as possible.

#### What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We reviewed information we had received about the service since the last inspection. We took this into account when we inspected the service and made the judgements in this report.

#### During the inspection

We spoke with one person who used the service and two members of staff including, one senior team leader and a health care worker.

After the inspection

We spoke with the registered manager as they were off duty on the day of the inspection. We reviewed staff training records, infection prevention and control policy and cleaning schedules.

# Is the service safe?

## Our findings

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.