

Barchester Healthcare Homes Limited

Cheverton Lodge

Inspection report

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Date of inspection visit:
29 October 2020

Date of publication:
25 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Cheverton Lodge is a care and nursing home providing care and accommodation for up to 52 predominantly older people with one floor accommodating younger adults with long term disabilities. There were 44 people living at the home at the time of this inspection. Each person had their own room and shared communal facilities which provided people with a suitable amount of space in different lounge and dining areas, as well as in the garden.

We found the following examples of good practice.

The service understood people's needs and emotional wellbeing and the need to keep in contact with those most important to them. People could speak with and see their loved ones online using digital technology at times when relatives were unable to visit.

Staff engaged with people and encouraged participation in activities. We saw a group session taking place with people in a lounge, with social distancing being maintained.

The home asked visitors as they entered the building to have their temperature taken and to sanitise their hands. The registered manager informed us that a face mask could be provided when visitors arrived. There were clear guidelines displayed in the reception area of the home for visitors about what was expected of them when visiting to promote everyone's safety.

There was a lounge on the ground floor that had been adapted to create a secure physically separated area in which people could see their visitors to minimise the potential spread of infection.. If it was not possible for people to come down to the ground floor visitors could visit people in their room in particular circumstances.

People's and staff individual needs, health and wellbeing had been considered to ensure they lived and worked in an environment that was safe from infection. Each person using the service had an individualised risk assessment, including specific risks for people of Black and Minority Ethnic heritage and this was also considered for visitors to people. The risk assessments reflected individual risks, personal protective equipment (PPE) required when providing care and specific risk management strategies to provide safe care.

Staff had been trained and were provided with clear guidance about the use of PPE depending on the nature of the personal care task they were undertaking at any given time.

A cleaning regime was in place that helped to protect people and staff from infection or cross-contamination. Domestic staff were deployed to ensure daily and weekly cleaning schedules were

completed, including regular cleaning and disinfecting of high touch areas, for example, door handles.

The provider and the home's management team had ensured all staff were kept up to date with the latest government guidelines and best practice on how to provide safe care during the pandemic.

We were partially assured that the provider's infection prevention and control policy was up to date with the exception that Covid 19 risk assessments for staff of black and minority ethnic heritage had not been fully completed for all relevant staff. This was subsequently addressed by the registered manager who confirmed that risk assessments had been updated shortly after our inspection visit.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Details are in our safe findings below.

Inspected but not rated

Cheverton 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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 29 October 2020 and was announced.

Is the service safe?

Our findings

S5 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 to safeguard people using the service and staff.
- We were assured that the provider was ensuring there was adequate access and take up of testing for staff and people using service.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider ensured that staff training, practices and deployment showed the service can prevent transmission of infection and/or manage outbreaks.

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