

Navlette Ommouy McFarlane

The Tulips Care Home II

Inspection report

375 Hither Green Lane
Lewisham
London
SE13 6TR

Tel: 02086951175

Date of inspection visit:
20 January 2022

Date of publication:
25 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

Tulips Care Home II is a small residential care home providing personal care for up to four adults with mental health needs. At the time of our inspection three people were living in the service.

We found the following examples of good practice.

There were protocols in place to ensure visitors could enter the home safely, with a requirement to take or show a lateral flow device (LFD) COVID-19 test before entering the home. Relatives were updated and given information about any changes in visiting procedures and guidelines in the home.

The provider carried out weekly stock checks to ensure staff had a sufficient supply of personal protective equipment (PPE). Staff had ongoing infection prevention and control training and we observed staff following best practice during the inspection.

The service was taking part in regular COVID-19 testing for people and staff in line with current government guidance.

Staff told us they felt supported in their role and had been kept regularly updated with any changes throughout the pandemic. Staff were given opportunities to discuss their wellbeing in supervision and team meetings. One staff member said, "The support has been good and they look out for us. They have taken this very seriously."

Staff were proud of their achievement that there had not been an outbreak of COVID-19 in the home since the start of the pandemic. A staff member added, "With the training, learning and always getting updated, I would feel confident in managing an outbreak if there was one."

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

The Tulips Care Home II

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 20 January 2022 and was announced. We gave the service less than 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 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 making sure infection outbreaks can be effectively prevented or managed.
- We saw 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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was not fully meeting the current requirement to ensure non-exempt visiting professionals were vaccinated against COVID-19. Whilst the provider asked to see visiting professionals' vaccination status before entering the home, they did not have a system in place to evidence they were checking the vaccination status and recording they had seen the relevant evidence. The provider acknowledged this and actioned this immediately to keep a separate record of all visitors vaccination status.
- We were not fully assured the provider was promoting safety through the layout and hygiene practices of the premises. Although there were cleaning schedules in place and the home was clean and hygienic, cleaning records for high touch areas were not always completed. The provider sent us a template after the inspection of a high touch cleaning record sheet they were now using.
- We were not fully assured that the provider's infection prevention and control policy was up to date. We saw it included outdated information in relation to face masks and the COVID-19 vaccine. Although the provider was aware of current guidelines, this was not highlighted in their policy. We shared this with the

provider and they sent confirmation on 2 February 2022 their policies had been updated. We also signposted them to resources to develop their approach.