

# Sanctuary Home Care Limited

# Sarnes Court

## Inspection report

Oakleigh Road South  
East Barnet  
London  
N11 1LG

Tel: 02083617511

Date of inspection visit:  
18 January 2022

Date of publication:  
25 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

The service is a supported living service for up to 18 people. At the time of the infection there was 17 tenants living at the service.

We found the following examples of good practice.

The registered manager and support team worked co-operatively with tenants and other people in their network, to ensure the spread of COVID-19 was minimised.

Robust policies and processes were in place to ensure infection control was prioritised in communal areas, and tenants were supported to practice good infection control processes in their own flats. Staff were trained in infection control management, and had been taught how to support tenants to test regularly. The use of agency staff was minimal and regular bank staff were used to support the rota.

The provider and registered manager were aware of the legal requirement for staff to be vaccinated by 1 April 2022, and had plans in place to support staff to achieve this.

We were assured that this service met good infection prevention and control guidelines and had no concerns regarding the management of COVID-19.

## 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**

# Sarnes Court

## **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 18 January 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.
- As a supported living service, from April 2022, the provider will be required by law to ensure non-exempt staff and visiting professionals are vaccinated against COVID-19. The provider and registered manager has put plans in place to ensure this is complied with.