

Norwood

Woodcock Dell Avenue

Inspection report

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Date of inspection visit:
25 January 2022

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Woodcock Dell Avenue is a care home that provides accommodation and personal care for up to eight people who have learning disabilities or autistic spectrum disorder. At the time of the inspection seven people living in the care home.

We found the following examples of good practice.

The home had an up to date infection control policy. All staff had received training about COVID-19, infection prevention control (IPC), hand washing and in the use of personal protective equipment (PPE). Management carried out regular monitoring checks of staff IPC practice. Further training/learning was provided if needed. The provider completed comprehensive IPC audits, and any shortfalls were promptly addressed. These arrangements helped to assure the provider that people were protected and safe.

The provider had ensured that the home always had a suitable supply of PPE including face masks, disposable gloves and aprons. A tracker system was in place which closely monitored the PPE stock levels and identified when PPE stocks were low. This minimised the risk of PPE running out and helped ensure that people, staff and visitors were protected from becoming unwell from COVID-19.

During the pandemic staff kept up to date with all relevant guidance to do with the pandemic. The provider had identified five stages of COVID-19 as 'Prevention, Isolation, Containment, Outbreak and Recovery'. For each stage guidelines that aligned with government guidance were created and followed by staff. These were reviewed and updated regularly in response to changes to national guidance. This helped lessen the risk of spread of infection during the pandemic.

The provider and management ensured that guidance updates were promptly communicated to staff, people and relatives. This and regular communication with the host local authority, public health teams, community healthcare professionals and managers from other care homes helped to ensure the home carried out good IPC practice that kept people safe.

The home was very clean. Frequent cleaning of high touch surfaces was carried out. Relatives spoke positively about the cleanliness of the home. One relative told us that, "The home is always spotlessly clean."

People using the service and staff had access to regular testing for COVID-19. Any staff or person who had tested positive, isolated in line with government guidance.

The provider followed current government visiting guidance. They ensured that safe visiting arrangements were in place. Visiting procedures included ensuring visitors had a confirmed negative lateral flow test, used hand sanitiser and wore a face mask.

Personalised visiting was supported by the home. Management knew how important visits were to people's well-being and emotional needs. Some relatives had taken on the role of Essential Caregiver so they could provide their loved one with companionship and emotional support at any time, including times when the home implemented COVID-19 outbreak procedures.

A person spoke favourably about the regular visits they received from their relatives. Relatives were positive about their current visiting arrangements. These visits included going out to local parks and people being supported to visit their relatives in their homes. The visitor's book showed that there had been many visitors to the home. People who had relatives and friends that were unable to visit regularly were supported by telephone, video calls and letters to keep in touch with them.

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

Woodcock Dell Avenue

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 25 January 2022 and was announced. We gave the service two working 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.
- The provider ensured that government visiting guidance was being followed. Personalised visiting was taking place.

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.