

One Housing Group Limited

Protheroe House

Inspection report

1-50 Protheroe House
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London
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Date of inspection visit:
25 January 2022

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01 February 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Protheroe House is registered to provide personal care to people living in specialist 'extra care' housing. Extra care housing is purpose-built or adapted single households in a shared site or building. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for extra care housing; this inspection only looked at people's personal care service.

Protheroe House provides rented accommodation in 40 flats in one building. There was a dining area with bar, garden, hair salon, café, facility to store and charge mobility scooters and cinema room. The service also had ten flats which were used for reablement purposes. People who were recovering from illness or injury could stay for six weeks and have support with personal care, plus other services based in the building such as occupational therapy and physiotherapy. Where a person was not able to return to living independently, they could choose to move in permanently. At the time of our inspection, there were 32 people receiving personal care.

We found the following examples of good practice.

The premises were clean and well maintained. Information for visitors, hand sanitiser and personal protective equipment (PPE) were available at the entrance of the service. Visitors had their temperature taken and recorded, and people were supported to follow the government's guidance on wearing PPE and social distancing.

The provider had appropriate arrangements to test people and staff for COVID-19. This ensured that people, visitors and staff were tested for COVID-19 in a consistent way in line with national guidance.

The provider ensured that staff received appropriate training and support to help prevent the spread of infection. All staff had received regular training on infection control and the use of PPE.

The provider ensured that people using the service could maintain links with family members and friends. Family members and friends could stay in touch with people with phone and video messaging. Family and friends could visit people at the service.

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

Protheroe House

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 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 promoting safety through the layout and hygiene practices of the premises.
- 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.
- 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 have signposted the provider to resources to develop their approach.