

GCH (North London) Ltd

The Tudors Care Home

Inspection report

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02 February 2021

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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

The Tudors Care Home accommodates 44 people in one adapted building over two floors. At the time of our unannounced inspection there were 27 older people, some of whom were living with dementia.

We found the following examples of good practice.

Two organisational management staff had been asked to work at the service to help run and have oversight of the service in the absence of the registered manager and deputy manager. Staff at the service followed government guidance for any visiting external health and social care professionals on admission to the home.

Best interest decisions were in place for people who lacked the mental capacity to consent to be swab testing.

There was individualised guidance for staff on how to support people's well-being regarding interests as relatives and friends' visits had currently been stopped due to the outbreak. People were being supported with video call and telephone calls in place of face to face visiting.

Post was held for 72 hours before circulating to people to reduce the risk of cross contamination.

An external company was also used in addition to in-house cleaning staff, to come in and sanitize a room after it became empty.

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 Tudors Care Home

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 2 February 2021 and was unannounced.

Is the service safe?

Our findings

We were assured that the provider was preventing visitors from catching and spreading infections.

- We were somewhat assured that the provider was meeting shielding and social distancing rules. Most staff wore their PPE correctly, but we had to notify the Quality Assurance Manager on occasion when staff were seen not wearing their PPE correctly. This would increase the risk to staff and the people they were supporting. These incidents were rectified immediately when the concern was raised.
- We were assured that the provider was admitting people safely to the service.
- We were somewhat assured that the provider was using PPE effectively and safely. There were not enough locker spaces for staff to put their belongings away safely. Instead they were placed into individual bin bags and some were placed on the floor in the communal dining area. This increased the risk of ineffective cleaning in that area. This has now been corrected. We also saw external clinical waste bins were not locked, overflowing with some spillage. This increased the risk of cross contamination. The Quality Assurance Manager told us they had requested an additional collection and had also ordered an additional clinical waste bin.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The residential communal lounge was quite cluttered with ornaments which could increase the risk of ineffective cleaning taking place. This has now been corrected.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. The infection control audit shared with the inspection team had not identified the areas of improvement required during our visit.