

Mr & Mrs V M Patel

Cloyda Care Home

Inspection report

227 Malden Road
New Malden
Surrey
KT3 6AG

Tel: 02089491839

Date of inspection visit:
12 January 2021

Date of publication:
18 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Cloyda is a residential care home providing personal care to up to 35 older people. There were 22 people at the home when we inspected, some of whom were living with dementia.

We found the following examples of good practice:

At the time of our inspection, all of the people using the service were confined to their rooms due to the COVID-19 outbreak. Sufficient stocks of Personal Protective Equipment (PPE) were available including masks, gloves, aprons, hand sanitiser and visors. We saw that staff were wearing this appropriately and records showed that they had received training in Infection Prevention and Control (IPC) and the use of PPE.

No visitors were being allowed into the service. Suitable arrangements had previously been put in place to help people maintain safe social contact with their family members and friends. A ground floor room had been allocated with a Perspex screened pod installed which allowed people living in the care home and their visitors to enter and leave separately whilst seeing each other safely.

Staff and people at the home were engaged in the 'whole-home' testing programme. People living in the home were routinely tested for COVID-19 every four weeks or as required with staff being tested once weekly. Rapid testing was in use due to the COVID-19 outbreak with all staff being tested at the start of their shift.

Regular cleaning was undertaken to minimise the risk of infection and fogging equipment purchased for disinfection. The age and layout of the home made social distancing more problematic but changes had been made to mitigate this. For example, reduction and positioning of the available lounge chairs.

The service regularly monitored and audited compliance with the infection prevention and control measures in place. We discussed making improvements to the audit processes in place to fully document the checks taking place.

The registered manager told us they had received good support from the GP, local authority and other external healthcare professionals during the pandemic. An external IPC professional visited the service on the day following our inspection. They reported that they were "extremely impressed" with everything the service had done to prevent the further spread 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.

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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 (IPC) 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 12 January 2021 and was announced.

Is the service safe?

Our findings

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 making sure infection outbreaks can be effectively managed.

We have also signposted the provider to resources to develop their approach.