

Connifers Care Limited

Rowan/Beech House

Inspection report

23 Galliard Road
Edmonton
London
N9 7NY

Tel: 02088044398

Website: www.conniferscare.co.uk

Date of inspection visit:
11 November 2020

Date of publication:
02 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Rowan House and Beech House provides care and support for nine people who have mental health needs. There were eight people using the service when we visited.

Rowan/Beech House comprises of two residential care homes in different locations but within close proximity to each other. Both homes are terraced housing over two floors with a back garden area.

We found the following examples of good practice

- The provider had appropriate arrangements for visiting to help prevent the spread of Covid 19. All visitors were required to have their temperatures taken and complete a Covid 19 risk assessment form on arrival. All visitors were expected to wear a face covering.
- The service had a garden area to facilitate safe visiting for families.
- The provider had appropriate arrangements to test people and staff for Covid 19 and was following government guidance on testing.
- The provider had ample Personal Protective Equipment (PPE) at the service to ensure that staff could provide care safely. We saw that the majority of staff had attended training regarding Covid 19 and the appropriate use of PPE.
- Although the provider was not keeping formal risk assessments for staff, their health and well-being were being discussed in supervision and staff were enabled to access the furlough scheme if necessary.
- Thorough cleaning was done daily of all communal areas and people's bedrooms.
- The provider ensured that people using the service could maintain links with family members and friends. People were supported to keep in touch by phone and virtual technology. Weather permitting the garden area and an external room were available for family visiting.
- All people admitted to the home were required to have a test before admission. The registered manager had developed a protocol to enable the safe admission to the service.
- The provider had a named external clinical lead who was providing regular weekly contact with the service.

We were mostly assured that the service met good infection prevention and control guidelines.

- Whilst there have been no cases of CV-19 at the service, we were not confident that all staff were wearing PPE at all times at both of the services. The registered manager told us they would ensure additional checks were made f and appropriate use of PPE was discussed at each supervision and team meeting.
- Whilst we could see the provider had updated policies in March 2020 regarding Covid 19, current written policies did not always reflect current government guidance and best practice. The registered manager acknowledged this was the case. However, the majority of staff understood and were working within best practice guidelines. The registered manager sent us a plan for the provider to update all the policies to ensure they were accurately reflecting current practice.
- Since the visit the registered manager put further controls in place to ensure full compliance with good

infection prevention and control guidelines. One staff member who had not undertaken suitable training has since completed this. There are also additional checks for staff in the use and disposal of PPE.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were mostly assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Rowan/Beech 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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 11 November 2020 and was announced.

Is the service safe?

Our findings

S5□ 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 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 have also signposted the provider to resources to develop their approach.