

L D Care Limited

No 36

## Inspection report

36 The Grove  
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03 February 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

No 36 is a care home for up to nine adults with a learning disability. Some people also have autism. At the time of our inspection nine people were living at the service. The home is managed by LD Care Limited, a private organisation who also manage three other homes in the London Boroughs of Hounslow and Richmond upon Thames.

We found the following examples of good practice.

There were suitable arrangements to keep people safe during the COVID-19 pandemic. These included well organised systems where allocated staff took responsibilities for overseeing COVID-19 testing, checking people's wellbeing and health daily and making sure the environment was clean.

There were suitable policies and procedures in place and the provider had assessed risks for people using the service and staff. There were regular infection prevention and control audits.

The staff undertook training and had the information they needed to support them in this aspect of their role. The provider set up learning sessions for staff where they discussed specific topics. These included COVID-19, the impact of the pandemic and infection control. The staff also shared information with friends and families to make sure they knew about changes in guidance as well as the procedures followed at the service.

The staff told us they had developed their knowledge and understanding during the pandemic. They had worked well as a team learning when things had gone wrong and supporting one another through difficult times.

The staff told us they felt a strong sense of community and support for one another, the people using the service and their families.

People using the service had continued to have active and full lives, even during periods of lockdown. The staff had used the home environment to create new activities, had helped people develop skills such as cleaning and cooking and had helped people develop their literacy and numeracy skills. People had continued to access the community in a safe way and had regular opportunities to see their friends and families.

## 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**

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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 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 3 February 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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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