

# SCC Adult Social Care Meadowside

## Inspection report

Knowle Park Avenue  
Staines-upon-thames  
TW18 1AN

Tel: 01483404937

Date of inspection visit:  
11 March 2021

Date of publication:  
24 March 2021

## Ratings

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

# Summary of findings

## Overall summary

Meadowside is a care home. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. The service provides accommodation and personal care for up to 51 older people, some who may also be living with dementia. On the day of our inspection 15 people were living at the service.

We found the following examples of good practice.

Staff were observed wearing appropriate Personal Protective Equipment (PPE) and regular training was provided to staff. People said staff wore PPE. Additional rooms had been identified to allow for social distancing when staff were on their break.

The service was clean and hygienic. Cleaning schedules were in place and a revised infection control audit had been implemented. People rooms were clean and we observed housekeeping staff carrying out their duties when we visited.

The provider had acted to minimise risks to people who used the service and staff. Temperatures were taken as people entered the service and visitors were required to wear PPE. An empty bedroom had been adapted into a testing area for staff and visitors. There were several PPE stations and disposal bins to ensure staff followed government guidance in infection control.

Staff had weekly testing and staff were required to self-isolate if they displayed symptoms or tested positive. People who lived at Meadowside also had access to regular testing. If people displayed symptoms or tested positive for COVID-19 they were moved to a dedicated living unit to help avoid other people catching the virus.

Due to a recent outbreak of COVID-19 at the service, people's families were unable to visit. Window visits had taken place and other contact was made through social media or telephone calls. The registered manager was in the process of planning the reintroduction of visits.

Staff said they had received support throughout the pandemic, and they worked well as a team.

## 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**

# Meadowside

## **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 looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 11 March 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 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.