

Homestead Residential Care Limited

Hanwell House

Inspection report

191 Boston Road
Hanwell
London
W7 2HW

Tel: 02085794798

Date of inspection visit:
06 August 2020

Date of publication:
11 September 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Hanwell House is a care home for up to 52 older people living with the experience of dementia. The service is owned by a private company. At the time of the inspection there were 50 people living at the home. The director of the company is also the registered manager. This is their only service.

We found the following examples of good practice.

- Visits to people living at the home were booked in advance for two people from the same household every week. This ensured there was time each week for as many people to have visits as possible. Each visit was for 30 minutes and face masks were worn. On arrival at the home the visitor completed a health screening questionnaire and had their temperature checked.
- The provider was very proactive in planning how their service would function during the lockdown. The planning started in January 2020 with high levels of PPE obtained directly from suppliers to ensure more than adequate supplies were maintained.
- Staff commenced training on the use of PPE when providing care from January 2020. The processes were enhanced to be above the guidance provided by the Government.
- The provider purchased a mini bus to collect staff so they did not have to rely on public transport.
- Steam cleaners had been purchased before the lockdown and they used them daily all over the home including floors, soft furnishing and carpets. Housekeepers used the steam cleaners in bedrooms and bathrooms. They also used a deep floor cleaner and a bottle of antibacterial liquid each time to clean all the floors around the home daily.
- If a resident was at the end of their life, a room had been identified near the fire exit to enable relatives to come into the home and visit the resident using full 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?

Inspected but not rated

Inspected but not rated

Hanwell 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 6 August 2020 and was announced. 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.

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 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.