

Healthcare Homes (LSC) Limited

The Chase Care Centre

Inspection report

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Watford
Hertfordshire
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Tel: 01923232307

Date of inspection visit:
10 February 2021

Date of publication:
04 March 2021

Ratings

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

Overall summary

The Chase Care Centre is registered to provide accommodation, personal and nursing care for up to 110 people aged 18 and over with a range of complex health and care needs. At the time of our inspection, 101 people were living at the service.

The Chase Care Centre is divided over three floors and accommodates people within six separate units, some of which have adapted facilities. The service supports people with complex nursing and residential needs which include supporting young people with acquired brain injuries, people with mental health needs, physical needs and people who are living with dementia.

We found the following examples of good practice.

- The service was receiving professional visitors to the service with robust infection control procedures in place. Visitors were received into the reception area on arrival where health screening was completed. Each visitor was provided with guidance, personal protective equipment (PPE) and had their temperature checked by staff.
- The service had purchased a visitors' pod for people and their relatives, which was situated in the courtyard. The pod was a separate outbuilding that could facilitate screened visits. Visitors were able to enter the courtyard via an external gate with no access to any other areas of the building. At the time of our inspection, visits had been suspended due to an outbreak of COVID-19 at the service. The registered manager told us that once visits are resumed, they will be limited and by appointment only, with times allocated to avoid potential infection transmission with other visitors and to allow for the visiting area to be thoroughly cleaned between visits.
- People and staff had engaged with the routine testing scheme. The registered manager maintained a comprehensive log of all tests and results for people and staff. Risks to people and staff in relation to their health, safety and wellbeing had been thoroughly assessed.
- The provider had developed policies and procedures in response to the COVID-19 pandemic. The registered manager and senior staff completed daily checks and 'walkarounds' of the service, alongside regular infection prevention and control audits and PPE competency checks for staff.

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

The Chase Care Centre

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 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 10 February 2021 and was unannounced.

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 were assured that the provider's infection prevention and control policy was up to date.

We were somewhat assured that the provider was using all available forms of PPE effectively and safely. We observed two members of staff who were not wearing face masks correctly. The registered manager confirmed they would address these issues immediately with the staff concerned. All other staff were seen wearing PPE appropriately for the tasks they were completing.

In addition, we found that PPE was not readily available within the service. There was a single point of access to PPE for staff across each unit, which could have up to 20 bedrooms. We discussed this with the registered manager who expressed concerns regarding contamination of PPE, if it was available in areas that people could access. Additional support for the service was sourced from the Clinical Commissioning Group (CCG) following our visit. Action was taken to increase the availability of PPE following their suggestions and guidance.

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