

# Loving Care Limited

# Walton House

## Inspection report

12 Hall Road  
Wallington  
Surrey  
SM6 0RT

Tel: 02086478836

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14 October 2020

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22 October 2020

## 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

Walton House is a residential care home providing personal care to seven people with learning disabilities and/or autism at the time of the inspection. The service can support up to eight people.

We found the following examples of good practice.

- Staff supported people to remain in contact with their families, through safe visiting arrangements at the service and video calling facilities. One person was supported to stay with their family during lockdown, and people were supported to stay at their family home for short periods. In order for all involved to stay safe during these visits people were supported to isolate for two weeks prior to going to their family home and two weeks after.
- People were supported to stay safe in the community. They were accompanied by staff and wore PPE exempt badges explaining why they were not wearing masks in the community. People were not using public transport and staff used distraction techniques to support people to socially distance in the community.
- Staff implemented a desensitisation plan to support one person to become more comfortable and reduce their anxieties around staff wearing face masks.
- Staff were accessing weekly testing. They supported people to access monthly testing when people were able to consent to this.
- Staff had incorporated a covid related page into people's support plan to account for any differences in people's daily routines and engagement activities due to covid. As well as noting any changes in people's behaviour due to covid. For example, one person was spending more time with staff and staff felt this was due to some heightened anxieties during this covid pandemic.
- People had individualised behaviour intervention plans in place in regards to isolation. These outlined what type of isolation the person would have should they show signs of or test positive for covid. For example, one person may understand they require isolation in their rooms. For someone else it may not be in their best interest to be isolated in their room so they would have other areas of the service allocated for them to isolate in as well as their room.
- Staff were supporting each other. The management team were quick to identify any changes in staff's behaviour that may indicate they required further emotional or mental health support.
- When the service required support from agency staff, these staff were given full time hours to reduce the risk of them working across more than one service.
- Clear management processes were in place regarding covid. Including comprehensive infection prevention and control audits, policies and business continuity plans.

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 have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question as part of our IPC thematic reviews.

Details are in our safe findings below.

### **Inspected but not rated**

# Walton 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 14 October 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 the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.