

Ramnarain Sham

Hazelwood House

Inspection report

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Harrow
Middlesex
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Tel: 02089077146

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19 November 2020

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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

About the service

Hazelwood House is a care home without nursing. Hazelwood House is in Harrow and is registered for 15 older people who may have dementia or a mental illness. During our inspection there were 14 people living at Hazelwood House. Hazelwood House is located close to public transport and local shops.

People's experience of using this service and what we found

The provider ensured that fire equipment and the fire alarm system were maintained to ensure people who used the service were safe in the event of a fire. Enough care workers were deployed to ensure people's needs could be met. The provider had continued to provide training throughout the COVID-19 pandemic.

Suitable infection prevention and control measures and practices were in place to keep people safe and prevent the spread of the coronavirus and other infections. Staff had received appropriate training. Staff had access to enough stocks of personal protective equipment (PPE).

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection (and update) The last rating for this service was Good (published 7 September 2018).

Why we inspected

We undertook this targeted inspection to check if people continued to receive safe care and if the service had implemented the requirements made by the local safeguarding team in response to a recent safeguarding alert. We also assessed if the service followed safe infection control procedures during the current COVID-19 pandemic and if people received person-centred care. The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections to follow up on specific issues. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up:

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question, we had specific concerns about.

Inspected but not rated

Hazelwood House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about fire safety, staffing and training

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Hazelwood House 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 had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was announced. We gave a short period notice of the inspection as we were mindful of the impact and added pressures of Covid-19 pandemic on the service. This meant we took account of the exceptional circumstances and requirements arising as a result of the COVID-19 pandemic.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used all this information to plan our inspection.

During the inspection

We spoke with two people who used the service about their experience of the care provided. We spoke with

three members of staff, the registered manager and the assistant manager.

We reviewed a range of records. This included people's care records and COVID-19 risk assessments, staff rotas and fire service records. We were shown around the premises by the registered manager

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about fire safety and staffing numbers and safeguarding training had been addressed. We will assess all the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- ☐ The provider ensured that people who used the service were safe and processes were in place to safeguard people from the risk of abuse. One person told us, "I feel safe here, I am happy and told the manager that I do not want to move." A member of staff told us, "I had training and would tell the manager if I had any concerns."
- ☐ Training records showed that most staff had completed safeguarding training. The registered manager advised us that staff were advised to complete all mandatory training by the end of January 2021.
- ☐ Following a recent safeguarding incident, the service had updated their risk management plans in the event of a person gone missing.

Assessing risk, safety monitoring and management

- ☐ The service ensured that risk in relation to providing treatment and care was managed well.
- ☐ Hazelwood House had updated the missing person protocol following a recent incident. We also noted that the service had updated risk assessments and implemented risk management plans in response to the COVID-19 pandemic. We pointed the registered manager towards specific risk assessments which had to be put in place for people from the Black, Asian and Minority Ethnic (BAME) community. The registered manager reassured us that they would undertake risk assessments for all people and staff from BAME community.

Staffing and recruitment

- ☐ We saw that following the recent safeguarding incident of a person gone missing staff numbers had been increased to ensure enough staff were deployed to meet and respond to people's needs. People who use the service told us, "There is enough staff." One member of staff said, "Now, we have enough staff."

Preventing and controlling 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 have also signposted the provider to resources to develop their approach around risk assessments for people from the BAME community.