

Outlook Care

# Outlook Care - Dagenham Road

## Inspection report

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17 February 2022

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Outlook Care - Dagenham Road is a registered care home providing personal care to up to eight adults with mental health needs. Six people were using the service at the time of inspection.

We found the following examples of good practice.

Safe arrangements were in place for friends and family members to visit people who used the service. Visiting was allowed in line with the government guidance at the time of inspection. When there had been more restrictive guidance in place around visiting care homes, the service had sought to enable people to maintain contact with relatives as much as possible, for example, through using the garden for visits and encouraging the use of electronic communication between people.

On arrival at the service staff took the temperature of any visitors and a plentiful supply of Personal Protective Equipment [PPE] was available to visitors. Information was on display around the premises about how to keep safe.

Although visiting professionals were asked by staff to demonstrate their vaccine status on arrival at the premises, this was not recorded.

During the pandemic, there were two new admissions to the service. COVID-19 tests were carried out on them before they moved into the service. On admission, they spent the first week in an isolated part of the premises, so they had no contact with other people. They also had their own designated staff team which helped reduce the risk of the spread of infection.

All staff and people using the service had received COVID-19 vaccines and there was a routine testing schedule in place for both staff and people. Staff had undertaken recent training about infection prevention and control, which covered the use of PPE. There was a plentiful supply of PPE available at the service and staff were observed to be using it appropriately.

Policies and procedures were in place to help guide staff on good practice in relation to infection control and prevention. A monthly infection prevention and control audit was carried out by the manager. Cleaning schedules were in place to help ensure all areas of the premises were regularly cleaned. We saw the premises were visibly clean on the day of our inspection.

## 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**

# Outlook Care - Dagenham Road

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 17 February 2022 and was announced. We gave the service one days' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

### 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.

### Visiting in care homes

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The registered manager told us that people visiting the service in a professional capacity had to demonstrate that they had received at least two doses of a COVID-19 vaccine, and we observed staff checking this during our inspection. However, the registered manager told us they did not have a system in place for recording that these checks has been carried out. We discussed this issue with them, and they said they would henceforth implement a system for recording that visiting professional's vaccine status was checked. We saw that all staff working at the service had received at least two doses of a COVID-19 vaccine.

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