

Shanti Healthcare Limited

# Kestrel House

## Inspection report

75 Harold Road  
London  
E11 4QX

Date of inspection visit:  
03 March 2021

Date of publication:  
22 March 2021

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Kestrel House is a care home registered to provide accommodation and personal care for up to 19 people with mental health needs. At the time of our inspection there were 14 people living at the home.

We found the following examples of good practice.

The premises looked clean and hygienic. The provider told us they had implemented stricter cleaning protocols such as enhanced cleaning schedule of frequently touched areas. This helped to minimise the risk of spreading infection.

The provider had measures in place to minimise the risk of the spread of infection. During the inspection, the service was closed to friends and family due to an outbreak. Once the service reopens the service would continue their screening process, this includes conducting temperature checks, scheduled appointments and lateral flow tests. Lateral flow testing is a fast track test which allows the provider to receive a Covid-19 test result within 15 to 30 minutes. People's relatives were supported to wear personal protective equipment (PPE), use a hand sanitiser and maintain social distance in a dedicated conservatory with access via the garden.

Staff observed social distancing protocols where possible. Only two staff were permitted in the staff room at a time. The provider had appropriately isolated a person who had tested positive for coronavirus to prevent the spread of infection. The provider identified people who was clinically extremely vulnerable and had adjusted the layout of the home to ensure social distancing guidelines were followed, this included seating arrangements at mealtimes. This helped to reduce the spread of infection.

The provider implemented whole home testing in line with government guidelines. Staff completed weekly testing as well as daily lateral flow testing, either at home or at the service before starting work. People were tested monthly, or sooner if signs of coronavirus symptoms were observed. People's risk assessments contained information for staff about signs of coronavirus so they could monitor people for signs of illness. This helped the service to reduce the risk of spreading infection and allow them to closely monitor and act immediately to ensure government guidelines can be followed where positive test results were discovered.

## 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**

# Kestrel 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.

As part of CQC's response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 4 March 2021 and was announced.

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