

Hestia Housing and Support Lynton Terrace

Inspection report

1-3 Lynton Terrace
Acton
London
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15 February 2022

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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

Lynton Terrace provides residential and personal care for up to 10 adults with mental health needs. There were nine people living at the service at the time of our inspection.

We found the following examples of good practice.

Although there were systems in place for infection control and prevention including a cleaning regime, supply of personal protective equipment (PPE) for staff, and regular audits, we found some issues in the kitchen around cleanliness and the storage of food.

The provider worked closely with healthcare professionals and the local authority to learn and develop best practice. Staff received training and understood their roles and responsibilities in keeping people safe from infection. Staff wore PPE such as masks, gloves and aprons.

The provider supported people to stay in touch with family and friends in a safe way. Visitors were required to take COVID-19 tests and wear PPE.

People and staff were reminded to social distance where possible, and information about this was displayed. There were appropriate systems in relation to laundry and the disposal of clinical waste. People who used the service had access to outdoor space including a shelter where they could meet and smoke if they wished to.

Each person using the service had a COVID-19 care plan and risk assessment in place. These outlined how to support the person according to their individual needs, and how to minimise risks to their safety and wellbeing. There were also risk assessments in place for staff taking into account any healthcare needs and their ethnicity.

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

Lynton Terrace

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 15 February 2022 and was unannounced.

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. However, they told us they had experienced staffing issues and had difficulties recruiting new staff. They were in the process of recruiting at the time of our visit.

How well are people protected by the prevention and control of infection?

- We were not always assured that the provider was promoting safety through the layout and hygiene practices of the premises. This was because we found the kitchen cupboards were dirty and had food residue on the doors. Following our feedback, the provider put in place more robust cleaning schedules.
- We also found some food items in the fridge were two days out of date, and some open food items did not have a date of opening on them. The provider explained the food items belonged to a person who used the service who had taken these out of the freezer to defrost overnight. They told us the staff would support them to label food items to show when these were open, frozen and defrosted.
- 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 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.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

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