

Greensleeves Homes Trust

Queen Elizabeth House

Inspection report

38 Southborough Road
Bickley
Bromley
Kent
BR1 2EE

Date of inspection visit:
30 October 2020

Date of publication:
18 November 2020

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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

Queen Elizabeth House provides accommodation and residential care for up to 28 older people, including people living with dementia and with physical disabilities. At the time of our inspection the home was providing support to 23 people.

We found the following examples of good practice.

The provider had a COVID-19 specific contingency plan in place which they had followed throughout the COVID-19 pandemic. People using the service were being supported to self-isolate. Family and friends visiting had been stopped, however, the provider ensured people could maintain links with family members and friends through video and phone calls.

The provider was monitoring essential visitors entering the home and screened visitors for symptoms of acute respiratory infection before being allowed to enter the home. They were supported to follow the governments guidance on wearing personal protective equipment (PPE) and social distancing.

There was an enhanced COVID-19 testing program in place for people using the service and for staff. The provider was working closely with the GP, health care professionals, the Clinical Commissioning Group (CCG), Public Health England and the South East London Coronavirus Response team.

The provider was monitoring the health and wellbeing of people using the service and staff. Black, Asian and Minority Ethnic COVID-19 risk assessments were carried out with people using the service and staff to ensure they could live and work safely at the home.

When staff showed symptoms of COVID-19 they were required to self-isolate. The provider blocked booked agency staff to ensure they only worked at Queen Elizabeth House. The provider carried out checks on agency staff's profiles to make sure they had received training on infection control. Agency staff received the same training and supervision as regular staff whilst working at the home and they were being tested weekly for COVID-19 along with regular staff.

All staff had received training on COVID-19, infection control and the use of PPE. We observed staff wearing appropriate PPE and socially distancing throughout our visit. An infection control champion had been appointed at the home. The infection control champion had received additional training from CCG and was rolling this training out to staff.

The provider had revised and enhanced the homes infection control and cleaning procedures, an extra cleaner had been employed to work at the home. The home had been deep cleaned [Fogged] the day prior to our visit and we saw the home was clean throughout.

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 were assured the service were following appropriate infection prevention and control procedures to keep people safe.

Inspected but not rated

Queen Elizabeth 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 30 October 2020 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 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.