

London Borough of Waltham Forest

Alliston House

Inspection report

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Date of inspection visit:
30 March 2022
22 April 2022

Date of publication:
20 June 2022

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

Alliston House provides accommodation for people who require nursing or personal care for up to 42 people. At the time of our inspection there were 31 people living at the home.

We found the following examples of good practice.

There were procedures to reduce risk from any visitors to the home spreading infection at the entrance to the premises. The provider screened all visitors to the home for symptoms of acute respiratory infection before they could enter the home. Essential care givers (ECG) and other visitors were supported, to follow the government's guidance on visiting, hand washing, sanitising, wearing personal protective equipment (PPE), temperature checks, and social distancing whilst on the premises.

There was an enhanced COVID-19 testing program in place for people using the service and staff in line with the government guidelines. When people or staff showed symptoms, they were required to self-isolate.

There had been no new admission to the home during the outbreak.

The provider carried out relevant checks prior to any new admission to the home. The checks included; Covid-19 RT PCR test report showing a negative result, the person was not returning from an environment infected with Covid-19, and they were fully vaccinated.

We observed staff wearing appropriate PPE, socially distancing, and the home was clean throughout. The registered manager told us, they were always well stocked with PPE, which included hand sanitiser, disposable aprons, mask, gloves, visors, and face shield. Staff were trained on how and when to use PPE and their disposal, as appropriate. There were dedicated places on each floor for staff donning and doffing of PPE.

There had always been enough staff to meet people's needs throughout the pandemic. All staff had received training on COVID-19, infection control, the use of PPE, and they had been fully vaccinated.

The provider had a COVID-19 specific policy and procedures, and a contingency plan in place which they had followed throughout the COVID-19 pandemic. The registered manager told us there were no restrictions on visiting at the home in accordance with the current guidance.

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

Alliston 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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 30 March and 22 April 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

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

The provider had visiting arrangements in place that was in line with the government guidance and the registered manager ensured all visitors followed it. A relative told us, "Our concerns have been resolved. I am the only one who can see [my loved one] in their room; others see in the pod. I am now quite happy at the moment." Another relative said, "The procedures are always explained to me. I find them absolutely excellent. I saw [my loved one] under stairs because my [family member] was with me. If I had been on my own, they would have put me in [my loved one's] room. I have nothing but admiration for the staff and management at Alliston House."

The provider screened all visitors to the home for symptoms of acute respiratory infection before they could enter the home. Visitors were supported to follow the government's guidance on hand washing, sanitising, wearing personal protective equipment (PPE), temperature checks, social distancing, and were not allowed to go into any other areas that is not designated for their visiting whilst on the premises. The essential care givers (ECG) were able to meet people in their bedroom and the other visitors in designated pods.

