

Jesmund Care Limited

# Jesmund Nursing Home

## Inspection report

29 York Road  
Cheam  
Sutton  
Surrey  
SM2 6HL

Date of inspection visit:  
29 January 2021

Date of publication:  
12 February 2021

Tel: 02086429660

Website: [www.jesmund.co.uk](http://www.jesmund.co.uk)

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Jesmund Nursing Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. The service is registered to provide accommodation, nursing and personal care for up to 22 people. At the time of our inspection there were 22 people living in the service.

We found the following examples of good practice.

The provider had developed new ways of recording observations about people's health which were shared with healthcare professionals in advance of appointments. This had reduced the need for external visitors to the home, and had facilitated smooth virtual consultations with healthcare professionals.

The provider was following best practice guidance in terms of ensuring visitors to the home did not introduce and spread COVID-19. They had a visitors' code and visitors' policy and family members of people who use the service were always kept in the loop and were sent regular emails and newsletters.

The provider had built a porch since the pandemic to perform visitor screening and for the visitors to wear PPE before entering the service. All visitors had to complete a visiting form on arrival, had their temperature checked and a COVID-19 lateral flow test before entering the service. This was to ensure the safety of staff and people. Information and instructions for visitors were clearly displayed and explained by the receptionist. Our observations during the inspection confirmed staff were adhering to PPE and social distancing guidance. People were supported to see their visitors in the garden, or when this was not possible people were supported to speak to their families on the phone or via video call.

To ensure the well-being of people the provider had employed an activities co-ordinator who regularly organised individualised and group activities. The co-ordinator also prepared newsletters which was circulated to family members.

The provider had a detailed admission process which included a telephone assessment with the hospital, risk assessment of the person to ensure they could meet their needs and video conferencing with the family members to show them the person's room. All accepted people must have undertaken a COVID-19 swab test within the last 24-48 hours to be admitted into the service.

The provider had set-up donning and doffing personal protective equipment stations across the care home.

The provider had ensured staff who were more vulnerable to COVID-19 had been risk assessed and delegated tasks accordingly.

The provider had appointed an extra day nurse since the pandemic to help with COVID-19 testing of staff,

people who use the service and visitors.

The provider had a staff appreciation board in the staff room in which they displayed all the positive feedback received from the people and their families to appreciate staff for their work.

Further information is in the detailed findings below.

## 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**

# Jesmund Nursing Home

## **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 29 January 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 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.