

Mrs M Mitchell

# The Laurels

## Inspection report

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Tel: 02088614320

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17 January 2022

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

The Laurels is a care home that provides accommodation and personal care for up to 11 older people, some of whom live with dementia. There were 10 people using the service at the time of the inspection.

We found the following examples of good practice.

The provider followed current government visiting guidance. They ensured that safe visiting arrangements were in place. Visiting procedures included ensuring visitors had a confirmed negative lateral flow test, used hand sanitiser and wore a face mask.

Visiting was supported and encouraged by the home. The provider knew how important visits were to people's well-being and emotional needs. People told us they regularly received visitors. The visitor's book showed that there had been numerous visitors entering the home. People's relatives spoke positively about the visits they had enjoyed with their loved ones. People who had relatives and friends that were unable to visit regularly were supported by telephone, video calls and letters to keep in touch with them.

People using the service and staff had access to regular testing for COVID-19. Any staff or person who had tested positive, isolated in line with government guidance.

The infection control policy was up to date. All staff had received training about COVID-19, infection prevention control (IPC), hand washing and in the use of personal protective equipment (PPE). The provider carried out monitoring checks of staff IPC practice and further training was provided when needed. This helped to assure the provider that people were protected and safe.

The provider had ensured that they always had a suitable supply of PPE including face masks, disposable gloves and aprons. This minimised the risk of spread of infection in the home and people and staff becoming unwell.

During the pandemic the provider ensured they kept up to date with all relevant guidance to do with the pandemic. They ensured that updates were promptly communicated to staff, people and relatives. This and regular communication with the host local authority, public health teams, community healthcare professionals and managers from other care homes helped to ensure the home carried out good IPC practice that kept people safe.

## 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**

# The Laurels

## **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 17 January 2022 and was announced. We gave the service one working days' notice of the inspection.

# 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.