

# Independence Homes Limited

## Mayfield Road

### Inspection report

17 Mayfield Road  
Sutton  
Surrey  
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Date of inspection visit:  
11 January 2022

Date of publication:  
17 January 2022

### Ratings

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

## Overall summary

Mayfield Road Home is a residential care home providing personal care for up to 12 people. At the time of our inspection there were 12 people living in the home.

We found the following examples of good practice:

The provider was following best practice guidance to prevent visitors to the home spreading COVID-19 infection. The provider kept in touch with family members and people's friends through emails and phone calls. The provider had a detailed management of visitors' policy in place.

The provider had arrangements for visitors to meet with people virtually through video conferencing and physically in the service including window visits. All visitors were asked to complete a COVID-19 screening form on arrival, and had their temperature checked. Visitors had to show proof of their COVID-19 vaccination and proof of negative lateral flow test taken on the day of the visit. People were supported to see their family in the garden during summer. The provider informed us that all visitors had to wear masks inside the care home.

All COVID-19 positive service users were isolated according to Public Health England Guidelines and parents who take their children were appropriately tested on return.

The provider informed us that all service users required personal care and staff used Personal Protective Equipment including gloves, mask and apron when providing personal care and when social distancing was not possible.

The provider had an admissions process in place. Service users had to have had undertaken a COVID-19 PCR test within 24 to 48 hours prior to being admitted into the service and on entry a lateral flow test and PCR test was taken. The service users were kept in isolation until they get a negative COVID-19 PCR test result.

The home had PPE stations for staff to don and doff (put on and take off) Personal Protective Equipment (PPE).

Our observations during the inspection confirmed staff were adhering to PPE and social distancing guidance.

The provider informed us that all staff undertook daily COVID-19 lateral flow tests and a weekly PCR tests. The provider confirmed to us that all staff working at the service had received the first two doses of COVID-19 vaccine and staff were in the process of receiving their booster dose. The provider had maintained a vaccination register for staff and service users.

The provider informed us that all staff had received the infection prevention and control and personal

protective equipment training.

The provider had ensured staff who were more vulnerable to COVID-19 had been assessed and plans were in place to minimise the risk to their health and wellbeing. The provider informed us that they had an open-door policy and supported the wellbeing of staff through informal discussions; the provider informed us that they ran a voucher scheme for staff and provided staff with Christmas gift bags.

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**

# Mayfield Road

## **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 11 January 2022 and was announced. We gave the service 24 hours' 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.