

# Porthaven Care Homes No 2 Limited

# Tonbridge House Care Home

## Inspection report

36 Quarry Hill Road  
Tonbridge  
TN9 2RS

Tel: 08081642500  
Website: [www.porthaven.co.uk](http://www.porthaven.co.uk)

Date of inspection visit:  
15 March 2021

Date of publication:  
13 April 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Tonbridge House Care Home is a care home with nursing which is registered to provide a service for up to 63 people who require nursing or personal care. At the time of the inspection 58 people were living at the home. People living at the home had a variety of care and support needs, such as dementia and physical disabilities. The service is provided from a single new purpose built residence. Care is provided across three floors with the upper floor for nursing care, the middle floor for dementia care and the ground floor for residential care. All rooms are single occupancy and have en-suite facilities.

We found the following examples of good practice.

People were well supported by staff to have telephone and internet contact with their family and friends. The service facilitated in person visits in a manner which minimised the risk of infection spread, including outside visits, window visits and visits using patio doors in ground floor rooms.

Plans were in place to isolate people with COVID-19 to minimise transmission. The service had good supplies of personal protective equipment (PPE) that were readily available in stations throughout the service. Staff were seen to use PPE appropriately and the use of PPE was regularly audited by the registered manager and home trainer.

Visitors were asked screening questions, had temperature checks and were supported to wash and sanitise their hands when they arrived. Lateral flow tests were carried out on arrival and visitors were only permitted into the home once a negative test was confirmed.

Staff had received training on how to keep people safe during the COVID-19 pandemic, staff and residents were regularly tested for COVID-19. The building was clean and free from clutter, there were schedules in place for regular cleaning of high touch areas.

Staff ensured people's welfare had been maintained and they had sufficient stimulation, such as staff supported activities. This included activities such as a regular prayer group for people interested in participating that was facilitated by a member of the care staff.

## 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**

# Tonbridge House Care Home

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

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 15 March 2021 and was announced.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- We were assured that the provider was using personal protective equipment 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 was meeting shielding and social distancing rules.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was admitting people safely to the service.