

Visitation of Our Lady

# Visitation of Our Lady Residential Care Home

## Inspection report

57 Mount Park Road  
Ealing  
London  
W5 2RU

Tel: 02089972030

Date of inspection visit:  
18 January 2022

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22 February 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Visitation of Our Lady Residential Care Home offers personal care for up to nine older people and is run by a Roman Catholic Polish Community. At the time of our inspection, four people were living at the service. The staff lived at the home and were a community of nuns from Poland.

We found the following examples of good practice.

- People living at the home were supported to have visitors and appropriate checks were carried out to comply with current guidance.
- We saw the home was clean and a cleaning rota was in place for the Sisters. There were PPE stations around the home and outside the bedrooms with clinical waste bins in the bathrooms. There were posters displayed with guidance on the correct use of PPE. Windows in communal areas were opened regularly to encourage good ventilation.
- The registered manager had a clear process for COVID-19 testing of both people living at the home and the Sisters.
- There was a process in place to manage any outbreaks which included people being cared for in their bedroom if they tested positive and guidance on using enhanced PPE.
- Support was provided for people to keep in contact with their family and friends.
- Risk assessments had been carried out to identify any possible issues and how to mitigate possible risks.
- Everyone working at the home had completed infection control training which included COVID-19.

## 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**

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## **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 18 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.
  - People living at the home were supported to have visitors. Visitors contacted the home to make an appointment due to the size of the home and the space available. Visitors could meet with the resident in their bedroom or there was a visitor's lounge. Temperature checks were carried out on arrival and visitors were provided appropriate personal protective equipment (PPE). When professional and contractors visited the home, their vaccination status was recorded and ensured they had completed a COVID-19 test and used PPE.
- 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.