

Porthaven Care Homes No 2 Limited

# Lavender Oaks Care Home

## Inspection report

4 Metcalfe Avenue  
Carshalton  
Surrey  
SM5 4AQ

Tel: 08081642522  
Website: [www.porthaven.co.uk](http://www.porthaven.co.uk)

Date of inspection visit:  
26 January 2021

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## Ratings

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

## Overall summary

Lavender Oaks Care Home is a residential care home providing personal and nursing care to 55 people at the time of the inspection. The service can support up to 75 people within four suites in one purpose-built building.

People's experience of using this service and what we found

People were supported to maintain relationships with people who were important to them. When relatives were able to visit, the service had designated screened areas to allow visits to take place safely. The garden and outside areas were utilised when the weather allowed. When visits were restricted staff used alternative methods to help people maintain social contact with their family.

All visitors to the service were screened for symptoms of COVID-19 before being allowed to enter the home. Personal Protective Equipment (PPE) was available for visitors to wear should they need it.

People who had tested positive for COVID-19 or were showing symptoms were isolated in their rooms. The provider had zoned each area of the home and ensured people and staff stayed within their zone to help stop the spread of infection. People who did not wish to stay in their rooms were encouraged by staff to remain socially distanced from others. The provider had detailed risk assessments in place to help staff manage the risk of infection.

Staff had been trained in current infection prevention and control (IPC) guidance and the use of PPE. Staff were wearing their PPE and explained in detail the donning and doffing process. Enhanced cleaning took place with daily cleaning by the dedicated housekeeping team using recommended chlorine-based cleaning products. During the day staff undertook additional cleaning of frequently touched surfaces using a neutral-based cleaning product.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question Requires Improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

### **Inspected but not rated**

# Lavender Oaks Care 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. We also received some information of concern about infection control and prevention measures at the service. This was a targeted inspection looking at the IPC practices the provider had in place.

This inspection took place on 26 January 2021 and was unannounced.

# 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 somewhat assured that the provider was meeting shielding and social distancing rules. When people did not understand the risks of infection or refused to isolate staff told us they found it hard to support people to remain socially distanced from others. The provider had risk assessments in place to help guide staff when this happened. People were supported with good hand hygiene, and staff wiped surfaces regularly to stop the spread of infection. We saw resources the provider had accessed to help their approach in this area.
- 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.