

# Caretech Community Services (No.2) Limited

# The Lavenders

## Inspection report

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London  
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Date of inspection visit:  
27 October 2020

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18 November 2020

## 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

The Lavenders is a seven bedded care home for people with learning disabilities. On the day of our visit there were six people living in the home.

We found the following examples of good practice.

- The provider had appropriate arrangements for visiting to help prevent the spread of Covid 19. All visitors were required to complete a risk assessment and a checklist, prior to entering the building. Visitors had their temperatures taken on arrival. They were supported to wear a face covering and maintain hand hygiene during their visit. The service had a garden area to facilitate safe visiting for families. However, people were not currently receiving any visits from families due to the tier 2 restrictions in place.
- The provider had appropriate arrangements to test people and staff for Covid 19 and was following government guidance on testing. There was a designated team of staff that carried out all testing on people and staff at the home. This ensured that people and staff were tested for Covid 19 in a consistent way.
- The provider ensured that staff received appropriate training and support to manage Covid 19. All staff had received training on Covid 19, infection control and the use of Personal Protective Equipment (PPE). They received guidance on supporting people with autism to understand Covid 19. Staff wellbeing was supported when they became unwell and when they returned to work.
- There were sanitiser points available throughout the building and thorough cleaning was done daily, this included cleaning of all door knobs, hand rails and wheelchairs.
- Mealtimes were staggered, and meals served in different rooms to facilitate social distancing
- All people admitted to the home were required to have a test before admission and appropriate systems were in place to ensure safe transfer.
- The provider ensured that people using the service could maintain links with family members and friends. People were supported to keep in touch by phone and virtual technology. The service was preparing a room with a separate entrance to facilitate safe visiting for families in the future.
- The provider had a named clinical lead who was providing regular weekly surgeries at the service.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe. ☐

**Inspected but not rated**

# The Lavenders

## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 27 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

## 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 assured that the provider was meeting 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.