

Glory Care Centre Ltd

Alexander House

Inspection report

1-3 Palewell Park
East Sheen
London
SW14 8JQ

Tel: 02088766927

Date of inspection visit:
19 November 2020

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21 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Alexander House is a residential care home providing personal and nursing care for up to 16 older people, some of whom may be living with dementia. There were 11 people living there when we inspected.

Due to an outbreak, people were being isolated in their rooms and no visitors were being admitted at the time of our inspection. We observed a garden visiting area had been in use previously.

Changes had been made to the home environment to help promote social distancing. Furniture in communal areas had been arranged to provide more space and ensure people were seated at a safe distance.

There were sufficient stocks of Personal Protective Equipment (PPE) available including masks, visors, gloves, aprons and hand sanitiser. PPE stations were available outside people's rooms where staff could use hand sanitiser and change their PPE. This helped reduce the potential for infections spreading through different parts of the service. We saw staff wearing PPE correctly during our visit.

Staff had received training in infection prevention and control. This included training about infection control specifically relating to 'Donning and Doffing' which is how to put on and remove PPE safely.

There was a testing programme in place for staff and people living in the service. Staff were being tested weekly and people living at the care home monthly.

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

Alexander House

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. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 19 November 2020 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 promoting safety through the layout and hygiene practices of the premises.
- 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 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.