

Sanctuary Care Limited

Athlone House Nursing Home

Inspection report

Athlone House
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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Athlone House Nursing Home is a residential care home providing nursing and personal care for up to 23 adults with continuing and palliative care needs. At the time of the inspection 19 people were living at the service.

Athlone House Nursing Home accommodates people in one building across two floors, with each person having their own bedroom and en-suite bathroom. There were also communal living and dining rooms, a main kitchen and external access to a garden so visitors did not need to enter the home.

We found the following examples of good practice.

- There were robust protocols in place for visitors upon entry, with temperatures taken and a questionnaire to be completed covering COVID symptoms, whether a recent COVID test had been taken and if any other care setting had been visited that day. Due to a recent positive test result for one person who had been taken to hospital, socially distanced garden visits had been temporarily suspended and the provider had set up window and balcony visits via a booking system.
- Posters were displayed across the home and guidance was available to provide advice and top tips for staff to help them communicate more effectively with people whilst they had to wear a face mask. There were also guidelines and advice for staff to help support people during this COVID period if they were living with dementia.
- The home had implemented innovative use of technology to benefit people and the staff team. Staff supported people to have video calls with their relatives, with booked sessions to help families stay in touch. The provider also sent out a monthly newsletter to update relatives. Text messaging was used across the staff team to help share important updates and changes in relevant guidance and keep them updated about information within the home.
- The registered manager received weekly updates from the senior management team with any important updates or changes to guidance. It also included examples of best practice or shared learning that had been identified in the provider's other homes. For example, there was a reminder about the correct use of personal protective equipment (PPE) for visitors where one home had allowed a relative to visit with only a face visor and not a mask.
- The home was further supported by the North West London Clinical Commissioning Group (CCG) who provided advice, further training and support, which included a home visit to review infection and prevention control practices.
- Staff had been able to manage and contain any outbreaks within the home with the processes they had in place. Despite having an outbreak during the pandemic, there have been no COVID related deaths, which the whole staff team were very proud of.

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

Athlone House Nursing 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.

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 18 August 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 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.