

Sanctuary Care Limited

Rowanweald Residential and Nursing Home

Inspection report

1 Weald Lane
Harrow Weald
Harrow
Middlesex
HA3 5EG

Website: www.sanctuary-care.co.uk/care-homes-london/rowanweald-residential-and-nursing-home

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Rowanweald Residential and Nursing Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. Rowanweald Residential and Nursing Home is registered to provide accommodation for a maximum of 75 people who require nursing or personal care. Some of the people using the service may be living with dementia.

We found the following examples of good practice.

- The service had been diligent in their efforts to protect their staff and people who used the service. They had ensured that visitors to the home were carefully screened so that they do not present a risk to people in the home. Visitors had to complete a questionnaire providing information about their health condition and any potential risks they may have related to the corona virus infection. Their temperatures were then checked at the door. Personal protective equipment (PPE) including face masks, disposable gloves and aprons were then provided for visitors to wear before entering the home. This was aimed at preventing and controlling the spread of infection. To further minimise the risks, the home had allocated a room where visitors could meet with people they were visiting.
- The home had a caring approach regarding ensuring that people had contact with their friends and relatives. Contact was maintained via the telephone and internet. Effort had been taken by the home to ensure that numerous people can be visited by their relatives. Regular visits had been arranged each day where people can have face to face contact with their relatives.
- Staff had a good understanding of infection prevention and control measures. The home had sufficient and appropriate PPEs. The home had an area for staff to remove or put on PPEs. It had a poster and guidance showing staff how to remove PPEs correctly, hand washing facilities with sanitizer, and paper towels and foot operated large pedal bins lined with infected/clinical waste bags for the safe disposal of used PPE. There was also guidance for cleaning re-useable PPEs. The home also provided further support for staff by providing snacks and drinks for them and allowing their personal grocery shopping to be delivered to the home for them. The registered manager had also written to each staff member to express appreciation for their work.
- People were encouraged to continue participating in activities in small groups. Social distancing was observed with seating being spread out.
- To reduce exposure to infection resulting from admission or transfer to hospital, the home made effective use of the services of the local rapid response team and their GP. As a result, there was minimal use of the ambulance service and hospital admissions had been reduced.
- Throughout the pandemic, senior managers of the company were in constant contact with the home to

receive updates and support the registered manager and his staff. This had sustained the morale of staff and it had also maintained good communication among staff. The registered manager had also been involved in organising the local monthly corona virus peer support meetings attended by managers of other care services. Such meetings enabled other care services' managers to be updated on how to improve care for people during the pandemic.

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 was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Rowanweald Residential and 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.

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. 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.

This inspection took place on 8 October 2020 and was announced.

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.