

Anchor Hanover Group

Norton House

Inspection report

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17 March 2021

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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

Norton House is a care home which accommodates up to 40 older people and people living with dementia in the City of Westminster. The service provides care over four floors.. At the time of our inspection there were 34 people using the service.

We found the following examples of good practice.

A settling in plan has been devised to help people who have recently moved into the service to get to know staff and discuss their needs and wishes, as well as to alleviate the risks of isolation.

There were clear guidelines for visitors to follow when visiting people, including booking appointments in advance and having a rapid test for COVID-19 before entering the premises. People were also supported to use video calling to speak with friends and family members.

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

Norton 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 the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 17 March 2021 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 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.

Although there was regular cleaning of surfaces which were touched regularly, this was not occurring as frequently as recommended by best practice guidelines for this type of care setting.

We have also signposted the provider to resources to develop their approach.