

Appcourt Limited

# Poplars Care Home

## Inspection report

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11 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

Poplars Care Home is a residential care home for 27 older people with a range of needs, including living with dementia. At the time of inspection, there were 27 people living at the home. The home is managed by a home manager. The care home is purpose built and is situated in a residential area of Ruislip.

We found the following examples of good practice:

The service had created a clear step by step pictorial visitors procedure for peoples' relatives to follow on arrival to the home.

The provider had purchased a large standing video screen to facilitate face to face calls linked to a video calling application.

Spot checks were carried out on staff to ensure they were complying with the requirements around wearing personal protective equipment (PPE).

When there were shortfalls in expected behaviour such as a lack of social distancing, we saw evidence of appropriate action taken by the managers.

One staff member was a PPE champion whilst another staff member was a handwashing champion, facilitating workshops and refresher training fortnightly. Handwashing group supervisions and handwashing audits were carried out.

An unused cupboard was converted into a handwashing station for both people who used the service and staff to use and consisted of knee controls to activate the taps. The handwashing station also consisted of an infrared sensor which notified them when they had washed their hands for 20 seconds.

The service set up mental health first aiders so people and staff could have supportive conversations about any concerns they may have. During the autumn, the service ran an 'anxiety café' facilitated by staff who had basic counselling skills training, for people who were missing their families.

The service also set up 'armchair trips' to different parts of the world, replicating actual flights and aircraft sound, showing documentaries of the country as 'inflight entertainment' to support people's wellbeing. Once there, people would visit the café to taste traditional food of the country and the room was decorated to reflect the culture of the country they were visiting.

The service also used an integrated colour indicator cleaning product, which told the user when the solution was ready for use and when it had lost its efficacy.

The service was nominated for The Great British Care Awards 2020 for their creativity and innovation in promoting emotional wellbeing and physical safety during the pandemic.

## 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**

# Poplars Care 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 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 11 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 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.