

The Conifers Healthcare Limited

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Inspection report

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28 January 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

The Conifers Healthcare Limited is a residential and nursing care home and provides accommodation and personal care for up to 30 older people. At the time of this visit, 25 people were living at the home.

We found the following examples of good practice.

- There was clear information in place for all visitors. The service screened all visitors for symptoms of COVID-19 and gave them a rapid COVID-19 test and took their temperature in a tent in the garden before they could enter the home. All visitors were required to wear Personal Protective Equipment (PPE) which the service supplied. Use of safe spaces and mobile screens enabled safe visits to take place.
- At the time of the inspection, non-essential visiting to the home was restricted due to the national lockdown restrictions. Families could visit people who were at the end of their life. The management team were creative in their approach to ensuring people had contact with their loved ones.
- The service ensured staff received appropriate training, support and guidance throughout the pandemic.
- Staff wore PPE in line with government guidance. There was a plentiful supply of PPE and stations throughout the home in which to change, wash hands and dispose of PPE.
- We saw staff followed good practice in hand hygiene.
- The service was clean and the layout of the home ensured social distancing. People newly admitted to the service moved to a separate floor to existing residents where they were isolated for 14 days.
- The registered manager said that in the event of any case of suspected COVID-19 they would ensure staff were allocated to one floor only to reduce any risks of spreading infection.
- The service monitored staff, visitors and people living in the home daily for any signs or symptoms for possible infection, so that immediate action could be taken if anyone developed symptoms of COVID-19.
- People living in the home and staff had access to regular COVID-19 testing as per government and Public Health England guidance.
- The service kept up to date with changing guidance around COVID-19 and shared information with staff on a daily basis in meetings and in writing.
- The service reported good support from their local authority with information and training provided, the GP who conducted a weekly visit and the local care homes assessment team who provided ongoing

specialist advice and support including at weekends.

- The service had no current or previous cases of COVID-19 within the home

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.

Further information is in the detailed findings below.

Inspected but not rated

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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 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 28 January 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.