

St Mary's Convent and Nursing Home (Chiswick)

St Mary's Convent and Nursing Home

Inspection report

Burlington Lane
Chiswick
London
W4 2QE

Tel: 02089944641
Website: www.stmaryscnh.org.uk

Date of inspection visit:
19 August 2020

Date of publication:
10 September 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

St Mary's Convent and Nursing Home is a care home providing accommodation for up to 60 people who require personal care and support. The service was divided into four units for people who required nursing care and residential care.

We found the following examples of good practice.

- Visitors agreed a visiting time in advance and visiting procedures were explained to them on the phone. The provider was also including procedures for people visiting in update letters to family and friends.
- Communal areas had been arranged to encourage social distancing. During lockdown the activity team had been instrumental in supporting people to do activities in the garden which promoted social distancing and having one to one sessions with people.
- The provider had up to date guidelines around various areas of coronavirus including increased cleaning schedules and audits and clear procedures for staff and people using the service who had the virus. People returning from hospital visits were supported by staff to self-isolate for a 14-day period.
- The provider felt having clear isolation procedures including prepared boxes of equipment ready in advance, meant that when someone came back from hospital after testing positive, procedures could be immediately implemented. This made staff and people using the service feel safe and reassured them.
- The registered manager understood the need to support people and staff wellbeing. They noted having regular briefings and talking with staff was important to help build staff confidence to undertake their job safely and effectively.
- The provider had a contingency plan in place, was increasing their stock of PPE and kept in regular contact with the local authority.

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

Inspected but not rated

St Mary's Convent 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.

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 19 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 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.

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