

B & M Investments Limited

Tremona Care Home

Inspection report

Alexandra Road
Watford
Hertfordshire
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Date of inspection visit:
11 March 2021

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16 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Tremona Care Home is registered to provide care and support for up to 44 older people.

We found the following areas of good practice:

The home had purchased adequate amounts of personal protective equipment (PPE) to ensure that staff could protect themselves and people living in the home. Staff had received training with regard to donning and doffing PPE and were able to explain how they used PPE to protect themselves and to keep people living at Tremona safe. Used PPE was disposed of as clinical waste and was collected regularly by the contractor.

Currently visitors were unable to visit in person so staff had set up different ways in which people could stay in touch with those who are important to them. This included by phone, tablet and window visits. A visiting suite had been prepared in which visitors could meet with people using the service. This suite was currently closed but would re-open when local COVID infection rates reduced.

Cleaning schedules had been updated by the housekeeper in light of COVID-19 risks and frequent cleaning of high touch areas was undertaken by all staff, both day and night. The home had a large stock of cleaning detergents which had been checked for their efficacy in preventing the spread of COVID-19. Oversight of laundry was comprehensive and housekeeping staff demonstrated a good knowledge of the guidelines in place for washing people's clothing should someone test positive for COVID-19.

Staff spoke highly about the leadership approach of managers, clinical leads and staff from headquarters. All staff undertook both PCR and lateral flow tests in order to protect the people they cared for. Where staff tested positive, they were supported to isolate at home and the appropriate authorities informed. Where staff needed to isolate following guidance from 'Track and Trace', the care home supported people to do so and ensured that they continued to be paid.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

See detailed evidence below.

Inspected but not rated

Tremona 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 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 11 March 2021 and was announced.

Is the service safe?

Our findings

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.