

Neem Tree Care Limited

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Inspection report

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20 January 2022

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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

Neem Tree Care Limited is a residential nursing home providing personal and nursing care for up to 57 older people. The service has two units dedicated to providing support to people from Asian communities, with culturally appropriate activities, a separate kitchen where only vegetarian food is prepared and a prayer room. There is a third unit which accommodates people from a range of backgrounds and cultures. At the time of our inspection 44 people were living at the service.

We found the following examples of good practice.

We found the provider followed infection prevention and control (IPC) procedures, however during the inspection we identified cupboards with cleaning products in them were not always locked. The provider took immediate action to lock the cupboards and told us how they would ensure this did not happen in the future.

Staff and people using the service had COVID-19 risk assessments and risk mitigation plans. These included people emotional needs during the pandemic. We discussed with the provider identifying more clearly potential risk indicators in the risk assessments. The provider began updating these on the day of the inspection and provided a timeline for completion.

People were supported to maintain contact with relatives and friends through tablets, phones and face to face visits. The provider had clear procedures for people visiting the service to help reduce the risk of infection spreading. This included visitors completing a form, lateral flow testing and evidence of receiving vaccinations, as appropriate. There was a designated area for taking lateral flow tests and a designated visitor room, if required.

All visitors and staff wore personal protective equipment (PPE) and we saw this was readily accessible throughout the home. We observed staff wearing and disposing of PPE correctly. Training records indicated staff had received training around infection control as well as COVID-19. Records showed that the manager or clinical lead carried out spot checks to help ensure PPE was used appropriately. We observed the home was clean and the provider followed enhanced cleaning procedures. Cleaning schedules recorded when cleaning had taken place and were reviewed weekly by a manager to help maintain a good standard of cleanliness.

The environment and layout helped to promote social distancing and rooms were well ventilated. Staff worked in the same teams in the same units to help minimise the spread of infection. People were enabled to go out and return safely to the home. This included people going out for their own reasons and people attending appointments. The provider had procedures in place to safely admit new people to the service and it was clear when people were isolating.

Everybody in the home participated in regular testing. The provider followed the government guidance and

supported people to test and isolate as required. The provider responded appropriately to people with positive test results. Information was shared with relevant agencies such as the local authority and healthcare teams to help ensure people received the treatment they needed. People and staff had received vaccinations to help keep them safe.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 20 January 2022 and was announced. We gave the service 24 hours notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.