

Bondcare (London) Limited

Alexander Court Care Centre

Inspection report

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Date of inspection visit:
08 February 2022

Date of publication:
25 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Alexander Court Care Centre is a registered care home providing nursing and personal care for up to 82 people aged 65 and over, some of whom may have physical disabilities or dementia. At the time of the inspection, 77 people were living in the home. The home was comprised of five individual care units, each with their own separate facilities.

We found the following examples of good practice

The provider implemented visiting arrangements that were safe and helped to control and prevent the spread of infections. Visitor protocols included a lateral flow test (LFT) for COVID-19 at the entrance or proof of a negative LFT test taken shortly before their arrival. Visitors were given access to Personal Protective Equipment (PPE), such as face masks to make sure the risk of catching and spreading infections was minimised. Hand sanitiser was available for use at the entrance. Visitors had their temperature taken by staff to check they were not symptomatic of COVID-19.

Visiting professionals were asked to provide evidence of their COVID-19 vaccinations prior to entering the home. All care home staff took a daily LFT test as a precaution to check if they had the virus before starting their work in the home. The registered manager recorded all test results of staff and people. They followed national guidance when staff tested positive.

During a recent outbreak of COVID-19 in the home, people that had tested positive self-isolated in their rooms to manage the spread of infection. Policies, procedures and government guidance related to COVID-19 were followed to help staff continue to support people safely. There were suitable arrangements for zoning and closing off each unit where an outbreak occurred to minimise the spread of infection through the building. Ventilation and temperature control systems helped to ensure COVID-19 droplets could be dispersed outside. The registered manager also followed recommendations made by an infection, control and prevention professional to help prevent future outbreaks.

The provider followed visiting guidance for outbreaks. There was allowance for relatives of people receiving end of life care in the home or essential care givers of people in the home. Other relatives or friends of people in the home were permitted window visits from a visitor's pod located on the ground floor. People were supported to keep in contact with relatives by telephone or video calls while they were self-isolating.

The service had enough staff to meet people's needs. There were some staffing pressures due to a high number of staff that had to self isolate after catching COVID-19. Agency staff were recruited to cover when needed and records showed the provider was able to maintain their assessed staffing levels. At the time of our inspection, all permanent staff had returned to work after their period of self isolation.

Staff and people took part in a COVID-19 testing programme according to government guidance. All staff had completed relevant training in infection control and PPE. We saw staff using PPE correctly and safely.

Handwashing guidance was displayed throughout the home and additional PPE was available for staff and visitors. The registered manager carried out infection control audits of all areas within the home in accordance with the provider's infection control policies. There was a daily cleaning schedule in place to ensure the premises was kept clean and to maintain hygiene, which helped prevent the spread of infections.

The provider kept up to date with government and local guidance on vaccinations, self isolation, visiting and outbreaks to ensure they were following it correctly.

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

Alexander Court Care Centre

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 8 February 2022 and was unannounced. We informed the registered manager shortly before our arrival to make them aware of our visit.

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.

Visiting in care homes

- The provider was facilitating visits for people living in the home in accordance with the latest government guidance. For example, there was a visitor's booth on the ground floor for window visits when visitors were not permitted to enter the building during an outbreak of COVID-19, unless they were essential care givers or visiting people receiving end of life care and support. The visitor's booth allowed visitors to enter from outside and speak with their loved ones. A transparent screen was placed between them to reduce the risk of infections spreading.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.