

Sancroft Community Care Limited

# Sancroft Community Care Limited- Sancroft Hall

## Inspection report

28B Sancroft Road  
Harrow  
Middlesex  
HA3 7NS

Tel: 020888619930

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28 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

Sancroft Community Care Limited-Sancroft Hall is a residential care home that provides accommodation and personal care for up to 62 older people some of whom live with dementia. The service was provided in six units within the care home. Two of the units accommodate older people of South Asian origin. At the time of the inspection 56 people were living at the home.

We found the following examples of good practice.

Everyone entering the home was required to wash and sanitise their hands and received a temperature check before being allowed to leave the reception area. All staff and visitors were required to don personal protective equipment (PPE) such as face masks, and disposable gloves and aprons, where appropriate, before entering any part of the home. Visitors were required to take a COVID-19 lateral flow test and wait for a negative result prior to entering the home. An area with seating was provided for visitors to wait for their results.

During the COVID-19 pandemic 'lock-down' period the home had supported relatives to visit family members receiving end of life care. All visits by family members and friends were arranged by appointment to enable staff to ensure that cleaning was undertaken between appointments.

Staff used laptop computers/tablets to enable people to keep in touch with friends and family where they or their loved ones were isolating. This enabled people to stay in contact with their loved ones, whilst keeping other people and staff safe.

In addition to the COVID-19 testing programme for care homes, which followed government guidance, staff were required to demonstrate a negative lateral flow test result before commencing work shifts. A room had been set aside for testing and staff had access to a safe area to wait for a negative result before starting work. The provider paid full salary to staff who were required to isolate following a positive test result to ensure they were not financially disadvantaged.

An area of the home had been allocated and used specifically to isolate and care for people diagnosed with COVID-19 should this be necessary.

All staff received training on COVID-19, infection control and the safe use of PPE. A lead infection control champion was responsible for ensuring training and up-to-date guidance was followed.

Members of the housekeeping team cleaned frequently touched surfaces, such as light switches and door handles throughout the day. Care staff carried out these cleaning tasks during the evenings and at weekends. This helped prevent and control infection within the home.

Staff worked on one unit only, creating a 'bubble' with the people who lived there. Activities were repeated in each unit so that small groups of people could participate with their regular staff members in a socially

distanced way. Where people had been confined to their rooms due to a need to isolate, staff provided personalised activities for them, such as videos, music and chats.

During our inspection we met a person who had recently moved to the home and was required to isolate in their room for a period of COVID-19 testing. They understood the reasons for this and confirmed that staff visited regularly for chats. Although their personal items had not yet been moved to the home, they had been provided with a television so they could watch programmes of their choice.

## 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**

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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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 28 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.
- The provider had followed government guidance throughout the COVID-19 pandemic in relation to visiting in care homes. Arrangements were in place to support people's personal visitors to take a lateral flow test on entry to the home with a comfortable area available for them to sit whilst awaiting the result. PPE, including masks, and a hand washing and sanitising areas was available to all visitors on entry. Temperature checks were undertaken for all visitors. Professional visitors were required to show evidence of COVID-19 vaccination status, and evidence of a lateral flow test taken on the day of the visit. Procedures were in place to enable people to receive visitors safely if there were other people isolating following positive COVID-19 tests. For example, visiting for people nearing the end of life had continued. Enhanced PPE was available for visitors if required.

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.