

Welcome Care Homes Limited

Welcome Care Home

Inspection report

26-28 Fordel Road
Catford
London
SE6 1XP

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Date of inspection visit:
09 February 2022
16 February 2022

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23 May 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Welcome Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. At this inspection staff were providing personal care and support to 14 people aged 65 and over and the service can support up to 14 people. The service is situated in a purpose-built large house with large communal areas, bedrooms and bathrooms located across three floors.

We found the following examples of good practice

The provider had systems and processes in place that helped to mitigate the risks of infection. The registered manager followed current best practice guidance and sought advice from public health organisations regarding the management of COVID-19 infections. Infection control and prevention information for people, professionals and for visitors was clearly displayed.

People and their loved ones maintained contact safely, through video call, telephone call and in person in a purpose built garden pod that was specially designed to accommodate visits during the pandemic.

The provider had developed a new infection control job role in the home. A care worker took the lead as the Infection control and prevention officer. They shared with people, visitors and staff up to date COVID-19 guidance, including testing.

Staff wore and disposed of personal protective and equipment (PPE) and followed the relevant guidance. The home had supplies of gloves, aprons and hand sanitising gel. Staff supported people as much as possible to follow social distancing recommendations.

Staff and people had a COVID-19 risk assessment with plans in place to mitigate any risks.

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

Welcome 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 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 9 and 16 February 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.

Visiting in care homes

- The provider had systems and processes in place to ensure people and visitors were protected from the risk of infection.
- All visitors and professionals were required to show evidence of their COVID-19 vaccination, an on the day COVID-19 rapid lateral flow test result. A temperature check was taken and visitors and professionals were asked whether they had symptoms of COVID-19 before entering the home. All results and each vaccination record was logged in a designated folder.
- The provider followed current best practice guidance and staff were trained in infection control and prevention.
- Visitors were supported to have contact with their family members and friends. The provider had installed a pod in the garden that allowed for safe visiting and maintain social distancing. This arrangement meant people could continue to maintain relationships with people they cared for which could have a positive impact on their health and well-being.