

# Caring Homes Healthcare Group Limited

# Home of Compassion

## Inspection report

58 High Street  
Thames Ditton  
Surrey  
KT7 0TT

Tel: 01206224100  
Website: [www.caringhomes.org](http://www.caringhomes.org)

Date of inspection visit:  
04 March 2021

Date of publication:  
25 March 2021

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

Home of Compassion is a care home providing personal and nursing care to 33 people aged 65 and over at the time of the inspection. The service can support up to 78 people.

We found the following examples of good practice.

The provider had supported people to maintain a healthy diet and have access to a variety of food choices. This had assisted people who had been recovering from COVID-19 to steadily improve their weight.

People were supported through the COVID-19 pandemic as appropriate zoning was implemented within the home. This enabled staff to be able to minimise the spread of infection by ensuring areas of the home could be separated to keep people safe.

The home was kept clean and tidy in all areas. The provider had a cleaning rota in place which was checked daily and audited to check for any improvements. The cleaning process included any high touch point areas and the home was sanitised three times a day.

The provider had ensured a high level of personal protective equipment (PPE) stock had been maintained throughout the pandemic. The home was also a PPE hub and able to support other homes in the area should they need additional PPE.

The provider had implemented a robust testing procedure for staff and residents. This ensured good access to testing kits and support to ensure these were completed accurately and in a timely manner.

People and staff had been supported with access to the COVID-19 vaccine. All people that were able to, had received the first dose of the vaccine and the second dose had been booked for people.

The provider was preparing for the visiting process at the home to continue following the recent government announcement and change in guidance. A safe and sterile visiting area had been established previously at the home and this would be used to restart visits. All visitors to the home are required to go through a robust visiting policy which involves temperatures being taken, lateral flow test, health declaration and full PPE is provided.

## 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**

# Home of Compassion

## **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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 4 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 had appropriate procedures in place for 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.