

Willowmead Residential Home Ltd

# Linden House

## Inspection report

9 College Road  
Epsom  
Surrey  
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Tel: 01372721447

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19 March 2021

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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

### About the service

Linden House is a care home providing accommodation and personal care to 27 people aged 65 and over at the time of the inspection. The service can support up to 32 people.

We were assured that this service met good infection prevention and control guidelines.

### We found the following examples of good practice

Extensive effort had been made by the home to accommodate visits in a safe way. An outside gazebo area had been converted to enable visits which complied with government guidance. It had become an enclosed space with heating divided into two areas separated by a screen. There were two separate entrances for residents and visitors and the visitor area was designed to be easily sanitised between visits.

Thorough booking in procedures for all visitors had been implemented. This included a health questionnaire, temperature checks and lateral flow tests (LFT) to be completed by all visitors. This was all completed in a designated area at the front of the home prior to any visitor entering the front door. Extensive cleaning rotas evidenced regular sanitising of this area to keep people safe from the risk of spread of infection.

Appropriate zoning had been introduced to the home. This enabled staff to keep people safe and encourage social distancing in communal areas. During a recent outbreak of COVID-19 staff had gone above and beyond to keep people living with dementia safe. This included setting tasks and activities for one resident who would normally visit other residents in their rooms to ensure people isolating remained safe.

Staff were supported with extensive training throughout the pandemic to ensure they were confident with various changes to guidance. This included three training sessions from external trainers and thorough training from internal sources. The registered manager was also keen to promote staff wellbeing support throughout the pandemic. This included regular contact to staff that were isolating due to receiving a positive COVID-19 test and regular staff "catch ups" with the management team.

An extensive list of additional risk assessments had been introduced since the beginning of the pandemic. These included individual health risk assessments for residents and staff. If additional risks were identified then a more in-depth assessment had been completed and changes implemented.

The wellbeing of people living in the home had been prioritised. An example of this was seen with the volume of video calls that had been arranged for relatives to stay in regular contact through periods of lockdown.

The provider had maintained a plentiful supply of Personal Protective Equipment (PPE) throughout the pandemic and was using the government portal to ensure the PPE stock remained at a safe level. There was also an arrangement with other local homes to enable support if ever required.

Thorough cleaning schedules had been implemented in response to the pandemic. This included regular cleaning of high touch areas such as banisters and light switches. Evidence was seen of these high-risk areas being sanitised regularly throughout the day.

The provider was taking part in the regular testing programme and ensured all staff and people living in the home had access to regular testing. This followed guidance and ensured appropriate steps were taken in recording tests in a timely way.

Further information is in the findings below.

## 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.

Further information is in the detailed findings below.

**Inspected but not rated**

# Linden House

## **Detailed findings**

### Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act.

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 19 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 policies and procedures 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.