

WR Signature Operations Limited

Elton House

Inspection report

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12 November 2020

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24 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Elton House is a care home providing personal and nursing care to 39 people aged 65 and over at the time of the inspection. The service can support up to 95 people.

We found the following examples of good practice.

- Systems were in place to prevent people, staff and visitors from catching and spreading infections. The home had invested in technology to ensure they could track and trace people's movements in the home to reduce the risk of spreading the virus. The provider was in the process of purchasing the rapid testing kits. This meant they would be able to offer people visiting the service an immediate result to a test, this will offer assurances to the people living at Elton House and the management team before visitors enter.
- Staff had undertaken training in putting on and taking off PPE, hand hygiene and other COVID-19 related training. Nominated staff who had received additional training, to be infection control leads, monitored staff practices to ensure high standards and correct procedures were followed. Additional cleaning of all areas and frequent touch surfaces was being carried out.
- Staff supported people's social and emotional wellbeing. Additional activities had been planned within the home during lockdown to positively support people through the period. Visitor were restricted at the time of the inspection; however, people were able to speak with their friends and relatives. When visits reconvene, this will be in line with the national guidance, to ensure a safe social distance is maintained. Infection prevention and control measures were in place to avoid potential transmission with others.
- The home was following national guidance for anyone moving into the home. Staff worked with people and their relatives to ensure they were aware of isolation procedures should they be needed. People were supported by a dedicated staff team who helped reduce any feelings of isolation and loneliness reduced.
- Infection control audits and checks were carried out. The manager spoke positively about the dedication which staff had shown, which had helped to minimise the impact of the pandemic on people's health and wellbeing.

Further information is in the detailed 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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Elton House

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 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 12 November 2020 and was announced.

Is the service safe?

Our findings

S5□ 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.

We have also signposted the provider to resources to develop their approach.