

Welcome Care Homes Limited

Welcome Care Home

Inspection report

26-28 Fordel Road
Catford
London
SE6 1XP

Tel: 02086975024

Date of inspection visit:
11 February 2021

Date of publication:
08 March 2021

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

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 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 followed best practice guidance to ensure visitors to the home did not introduce and spread COVID-19. Information and instructions for visitors were clearly displayed and explained in person. Staff were adhering to social distancing guidance.

The provider had ensured people who were more vulnerable to COVID-19 had a risk assessment in place.

People were supported to have window visits with family members, or when this was not possible people were supported to speak to their families on the phone or via video call.

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

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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 11 February 2021 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 accessing testing for people using the service and staff.
- 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 were somewhat assured that the provider was admitting people safely to the service.
- We were somewhat assured that the provider was using personal protective equipment (PPE) effectively and safely.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.

We have also signposted the provider to resources to develop their approach. There were areas where we were 'somewhat assured' because:

- The provider was unsure of the number of days a resident should shelter following release from the hospital.
- The room used for visitors to don and doff PPE did not contain a clinical bin to dispose of used PPE items.
- The premises were reasonably clean; however, the upholstery of several chairs was stained, and flooring in the conservatory was warped, which could be a trip hazard.
- Not all bins within the service had a foot-pedal as per the service's IPC policy requirement.