

Willow Tower Opco 1 Limited

Signature at Elstree

Inspection report

Edgwarebury Lane
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Date of inspection visit:
26 January 2022

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04 February 2022

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Signature at Elstree provides personal and nursing care and accommodation to a maximum of 81 people. On the day we inspected there were 43 people living at the service.

We found the following examples of good practice.

The provider was following the current Government National Guidance regarding care home visiting. People had three named visitors and an essential care giver, which was documented in their care plans. Information was available for visitors to follow. Visitors were supported to test for COVID 19 prior to entering the home and instructed how to use PPE (Personal Protective Equipment).

The home had a safe visiting room, which visitors entered through an external door. Where visitors and people living in the home were separated by a large glass screen and able to communicate through an intercom system. In addition, the home's garden facilitated socially distanced outdoor visits for friends and relatives.

The layout of the home and communal areas supported social distancing. The premises looked clean and hygienic throughout. There were extensive cleaning schedules in place throughout the day and adequate ventilation.

The home had sufficient supplies of personal PPE. PPE stations were positioned throughout the premises and by the bedroom doors of any residents isolating. Staff had received training in infection prevention and control and how to don and doff PPE.

People who carried out activities outside of the home had risk assessments in place and staff provided hand sanitiser and masks.

The staff were aware of who to contact should they have an outbreak of COVID 19 and the protocols to follow.

The manager explained the home ensured residents were tested for COVID-19 prior to admission to the home and if appropriate supported them to isolate in their rooms.

Policies and audits relating to infection prevention and control (IPC), including coronavirus, were up to date.

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

Signature at Elstree

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 26 January 2022. We gave the service approximately 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.
- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.