

M D Homes

# Carrick House Nursing Home

## Inspection report

61 Northwick Avenue  
Kenton  
Harrow  
Middlesex  
HA3 0AU

Tel: 02089070399

Website: [www.mdhomes.co.uk](http://www.mdhomes.co.uk)

Date of inspection visit:  
03 February 2022

Date of publication:  
24 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

Carrick House Nursing Home is a care home that provides personal and nursing care for up to 27 people, some of whom live with dementia and/or physical disabilities. At the time of the inspection there were 25 people living in the home. Accommodation was provided across two floors and within three-bedroom ground floor extension.

We found the following examples of good practice.

The home had an up to date infection control policy. All staff had received training about COVID-19, infection prevention control (IPC), hand washing and in the use of personal protective equipment (PPE). The registered manager and other senior staff carried out regular monitoring checks of staff IPC practice. Further training/learning was provided when deficiencies were found. The registered manager completed comprehensive IPC audits, and any shortfalls were promptly addressed. For example, during a recent IPC audit, there were no paper towels located in one person's bathroom. Records showed that these had quickly been put in place. These monitoring arrangements helped to assure the provider that people were protected and safe.

The provider had ensured that the home always had a suitable supply of PPE including face masks, disposable gloves and aprons. This minimised the risk of spread of infection in the home and people and staff becoming unwell.

During the pandemic the provider ensured they kept up to date with all relevant guidance to do with the pandemic. They and the registered manager ensured that updates were promptly communicated to staff, people and relatives. This and regular communication with the host local authority, public health teams, community healthcare professionals helped to ensure the home carried out good IPC practice that kept people safe.

The home was clean. Frequent cleaning of high touch surfaces was carried out to minimise the spread of infection. A person told us their bedroom was regularly cleaned.

People using the service and staff had access to regular testing for COVID-19. Any staff or person who had tested positive, isolated in line with government guidance.

The provider followed current government visiting guidance. They ensured that safe visiting arrangements were in place. Visiting procedures included ensuring visitors had a confirmed negative lateral flow test, completed a visitors' COVID-19 risk assessment, used hand sanitiser and wore a face mask.

Visiting was supported by the home. The registered manager knew how important visits were to people's well-being. They provided examples of personalised visiting that met the emotional needs of people and their loved ones. People told us they had received visitors. One person received a visitor during this

inspection. The visitor's book showed that during the last few days several visitors had entered the home. A person's relative spoke of being relieved that visiting was getting "back to normal" as it had been difficult at times during the pandemic. People who had relatives and friends that were unable to visit regularly were supported to keep in touch with them by telephone and video calls.

## 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**

# Carrick House Nursing 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 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 3 February 2022 and was announced. We gave the service one days' 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.
- The provider ensured that government visiting guidance was being followed. Personalised visiting was taking place.

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.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.