

GCH (South) Ltd

# Kent House

## Inspection report

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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

Kent House is a residential care home providing personal care and accommodation to people aged 65 and over, most of whom are living with dementia. The service can support up to 40 people. At the time of the inspection the service was providing support to 33 people.

We found the following examples of good practice.

The service 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 and wore appropriate personal protective equipment (PPE). Staff also took a lateral flow test every day before commencing work.

There were procedures to manage visits in the event of an outbreak. The registered manager told us visits in exceptional circumstances such as end of life care were always supported and facilitated. People who had relatives and friends that were unable to visit were supported by other means including telephone and video calls.

Managers felt empowered to manage the risks associated with COVID-19. They had put in place practical arrangements to manage infection risks. There was an up to date infection control policy in place and there were standard operating procedures that were regularly updated in line with changes in government policy.

All staff had received training about COVID-19, and in the use of PPE. Regular audits of infection prevention and control (IPC) practice were carried out to assure the provider that people were protected and safe.

The service had ensured there were sufficient supplies of PPE. During the COVID-19 pandemic, the service was able to reliably get hold of enough of the right PPE to meet people's needs. The service had also worked effectively with local agencies in ensuring there were sufficient supplies.

During the pandemic the provider ensured they kept up to date with all relevant guidance to do with the pandemic. They 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 and managers from other care homes helped to ensure the home carried out good IPC practice that kept people safe.

Any staff or person who had tested positive, were isolated in line with government guidance. This minimised the risk of spread of infection in the home and people and staff becoming unwell.

## 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**

# Kent 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 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 21 January 2022 and was announced. We gave the service one working 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 service was facilitating visits for people living in the home in accordance with the current guidance. Visitors were encouraged to make arrangements in advance of their visits, to allow staff to facilitate visiting while keeping people safe. There were several measures in place that helped to minimise the risk of people and visitors catching and spreading infection. These included a visitor's policy which detailed the procedures that all visitors needed to follow, including completing lateral flow tests prior to visiting. There were also facilities for visitors to complete lateral flow tests when they arrived at the home.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

