

# Barchester Healthcare Homes Limited

## Atfield House

### Inspection report

St Johns Road  
Isleworth  
Middlesex  
TW7 6UH

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Date of inspection visit:  
28 February 2022

Date of publication:  
18 March 2022

### Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Atfield House is part of Barchester Healthcare Homes Limited and is registered for 68 people. It is a care home with nursing that accommodates people with dementia care needs and people with frail elderly care needs across three units. At the time of the inspection 57 people were using the service.

We found the following examples of good practice.

The provider had procedures for visitors to help ensure infection was controlled and prevented. This included visitors completing a lateral flow test, evidence of receiving vaccinations, as required, and appropriate use of personal protective equipment (PPE).

We observed staff wearing and disposing of PPE correctly. Training records indicated staff had received training around infection control and competency testing was also undertaken to help ensure best practice.

The layout helped to promote social distancing and open windows helped to ventilate rooms. Staff worked in cohorts and zones to help reduce the spread of infection. People were supported to go out and return safely to the home. The provider had procedures in place to safely admit new people to the service and it was clear when people were isolating.

We observed the home was clean and the provider followed enhanced cleaning procedures. Cleaning schedules recorded when cleaning had taken place. Monthly infection control audits helped to maintain a good standard of cleanliness.

Everybody in the home participated in regular testing. The provider followed the government guidance and supported people to test and isolate as required. The provider responded appropriately to people with positive test results. Information was shared with relevant agencies such as the local authority and healthcare teams to help ensure people received the treatment they needed. People and staff had received vaccinations to help keep them safe.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Inspected but not rated

Inspected but not rated

# Atfield 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 28 February 2022 and was announced. We gave the service 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.

### Visiting in care homes

The provider followed current government guidance and supported people to see visitors. The provider had identified essential care givers. Visitors generally met with people in their rooms.

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.