

Achieve Together Limited Harding House

Inspection report

70 North Side Wandsworth Common
Clapham
London
SW18 2QX

Tel: 02088703653

Date of inspection visit:
31 January 2022

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23 February 2022

Ratings

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

Overall summary

Harding House is a residential home for up to 10 people who are deaf with mental health needs. At the time of the inspection there were nine people living in the home.

We found the following examples of good practice.

Facilities were in place to wash hands or use hand sanitiser on entering and leaving the home. All visitors were screened for symptoms of acute respiratory infection before being allowed to enter the home. There was prominent signage and instructions to explain what people should do to ensure safety. Information was easily accessible on arrival or before visits to ensure visitors followed guidance and procedures to ensure compliance with infection prevention control (IPC).

Staff wore masks, gloves, and aprons in all rooms where people were isolating. They wore Personal Protective Equipment (PPE) in areas where 2m social distancing could not be achieved. People who were in isolation did not attend communal areas, including shared lavatories and bathrooms. Alternative facilities were provided.

The service ensured people were tested for COVID-19 by the hospital and from the community before being admitted. People were assessed daily for the development of symptoms of COVID-19.

Use of PPE was in accordance with current government guidelines. Signage on PPE and handwashing was visible in all required areas, including for visitors. Staff had received training in IPC and PPE. The provider has assessed the impact of how PPE may cause fear and anxiety for people.

Testing scheme for all staff and residents was conducted – known as 'whole home testing'. The registered manager knew how to apply for coronavirus testing kits to test people and staff. Risk assessments had been carried out on people using services and staff belonging to higher risk groups.

Communal areas such as outdoor spaces and garden areas were used creatively to help with IPC. Staff had cleaning schedules, which they were required to complete and include frequency of cleaning of high touch areas, e.g. light switches and door handles. Records/checks of cleaning showed compliance with the cleaning schedule.

All members of staff worked in only one care setting. The provider understood and was meeting COVID-19 staff vaccination requirement. This includes, monitoring vaccination and COVID-19 status of deployed staff, ensuring deployed staff maintain an up-to-date vaccination status, including providing guidance and assistance for staff to get vaccinated.

Further information is in the detailed findings below.

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

Harding 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 31 January 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.

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.
- The registered manager did not fully understand COVID-19 visitor vaccination requirements. Friends and relatives were able to visit however the registered manager was not aware that the vaccination conditions of status of friends and/or relatives were not the same as that of people working or deployed in care homes. We clarified the requirements during the inspection.

We have also signposted the provider to resources to develop their approach.