

Sydenham House Care Home LTD

# Sydenham House

## Inspection report

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Blakeney  
Gloucestershire  
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19 January 2021

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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

Sydenham House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Sydenham House is registered to provide accommodation and personal care to up to 19 older people who may also be living with dementia, sensory impairment or physical disability. At the time of our inspection 18 people were living at the service.

We found the following examples of good practice.

- The provider had installed a 'visiting cabin' in the grounds in accordance with recognised safe visiting guidance. People were also supported to be in contact with their relatives through telephone and video calls.
- People's relatives were supported to visit them safely at Sydenham House when end of life care was being provided.
- Admission to the service was completed in line with COVID-19 guidance. People were only admitted following a negative COVID-19 test. Following admission, they were supported to self-isolate for 14 days to reduce the risk of introducing infection.
- People's health and wellbeing was monitored. People were checked for symptoms of COVID-19 and other potential infections. Monitoring results were shared electronically with the GP which allowed prompt clinical support to be provided to people. People and staff had been supported to receive COVID-19 vaccinations.
- The provider's policy for managing COVID-19 and related infection prevention and control procedures had been reviewed and kept up to date. COVID-19 guidance was also kept up to date for staff reference.
- Action had been taken to reduce the risk of an outbreak which included correct use of personal protective equipment (PPE). Staff had received training and support in relation to infection control and COVID-19. Managers ensured staff were following national PPE guidance.
- The provider had audited and improved their infection control processes in line with COVID-19 risks. Cleaning schedules had been enhanced, laundry facilities upgraded and risks from waste disposal reduced.
- People and staff were tested for coronavirus in line with national guidance for care homes. Staff followed isolation requirements and understood how to reduce risks of an outbreak in the service.

- People were engaged with activities which met their wellbeing needs, whilst promoting social distancing. The staff team were committed to maintaining people's wellbeing during the pandemic.
- There had been no cases of coronavirus at the service. The provider had considered how zoning may be introduced and staff cohorted to reduce the spread of infection. The service revised their staffing contingency plans following signposting during our inspection.

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

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service was following safe and correct infection prevention and control procedures.

Further information is in the detailed findings below.

**Inspected but not rated**

# Sydenham 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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 19 January 2021 and was announced.

## Is the service safe?

### Our findings

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 regular 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 not assured the provider's contingency plans were robust enough to staff the service in the event of a coronavirus outbreak. We signposted the provider to resources to develop their approach.