

Signature of Coombe (Operations) Limited

Coombe Hill Manor

Inspection report

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Date of inspection visit:
29 October 2020

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21 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Coombe Hill Manor is a care home providing personal and nursing care to up to 104 older people, some of whom may be living with dementia. There were 73 people living at the home when we inspected.

We found the following examples of good practice.

Access to the home was restricted for non-essential visitors. As a result, window visits were taking place, with four areas available to the front of the premises. Visits were pre-arranged, and visitors were expected to wear appropriate personal protective equipment (PPE) and to maintain a safe social distance. Relatives and friends had been kept informed of visiting restrictions and of the guidelines they were expected to follow.

The home was clean and well-maintained. The provider had introduced additional cleaning schedules since the beginning of the Covid-19 pandemic. For example, staff cleaned door handles, and light switches every two hours and kept records. Large signs were placed on each floor, encouraging people to wear masks, wash their hands and maintain social distancing. People using the service wore masks in communal areas.

There was a strong focus on communication and sharing information in a timely manner. The provider / registered manager held weekly meetings, sent email bulletins and used a dedicated noticeboard to make staff aware of current guidance and practice within the home.

Staff and people at the home were engaged in the 'whole-home' testing programme with additional testing capacity being accessed privately. People living in the home were routinely tested for Covid-19 every two weeks and staff were tested weekly. Staff also had access to antibody testing. The registered manager used a computer tracking system to ensure the home was up to date with tests and results.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Coombe Hill Manor

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 conducting a thematic review of infection control and prevention measures in care homes. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.]

This inspection took place on 29 October 2020 and was announced.

Is the service safe?

Our findings

S5 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.