

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Welcome Care Homes Limited

Location / Core Service address	Date
Welcome Care Home 26-28 Fordel Road Catford London SE6 1XP	22/10/2020

Dear Welcome Care Homes Limited

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

Assessment Area 1

Safe care and treatment

1.1 Are infection risks to people using the service being thoroughly assessed and managed?

Yes Infection risks to people using the service are being thoroughly assessed and managed.

1.2 Does the service have the resources to obtain, and reliable access to, all the supplies, personal protective equipment and C-19 testing it needs, for both staff and people who use the service?

Yes The service has reliable access to the right personal protective equipment and C-19 testing for both staff and people who use the service.

1.3 Does the location's environment and layout support preventing and containing transmission of infection?

Yes The location's environment supports the preventing and containing the transmission of infection.

1.4 Are working arrangements and procedures clear and accessible to staff, people who use the service, their supporters, and visitors to the service?

Yes Working arrangements and procedures are clear and accessible to staff, people who use the service, their supporters, and visitors to the service.

1.5 Are medicines being managed safely and effectively?

Yes Medicines are being managed safely and effectively.

1.6 Are risks to the health of people using the service being properly assessed, monitored and managed?

Yes Risks to the health of people using the service are being properly assessed, monitored and managed.

Assessment Area 2

Staffing arrangements

2.1 Are there sufficient numbers of suitable staff to provide safe care and treatment in a dignified and respectful way?

Yes There were enough suitable staff to provide people with safe care in a respectful and dignified way.

2.2 Are there realistic and workable plans for managing staffing levels if the pandemic or other causes lead to shortfalls and emergencies?

Yes There were realistic and workable plans for managing any staffing shortfalls and emergencies.

Assessment Area 3

Protection from abuse

3.1 Are people using the service being protected from abuse, neglect, discrimination and loss of their human rights?

Yes People were being protected from abuse, neglect, discrimination, and loss of their human rights.

3.2 Are the service's safeguarding and other policies and practice, together with local systems, properly managing any concerns about abuse and protecting people's human rights?

Yes Safeguarding and other policies and practice, together with local systems, are properly managing any concerns about abuse and protecting people's human rights.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Is the provider monitoring and protecting the health, safety and wellbeing of staff?

Yes The provider is monitoring and protecting the health, safety and wellbeing of staff.

4.2 Does the provider have effective systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise?

Yes The provider's systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise are effective.

4.3 Is the provider supporting staff and people who use the service to raise any concerns and give feedback?

Yes Staff are supported to raise concerns and give feedback about the service.

4.4 Is care and treatment provided to people being properly recorded?

Yes Care and treatment provided to people is being properly recorded.

4.5 Is the provider able to work effectively with system partners when care and treatment is being commissioned, shared or transferred?

Yes The provider is able to work effectively with system partners when care and treatment is being commissioned, shared or transferred.

Overall summary

From our discussion and other information about this location, we assess that you are managing the impact of the COVID 19 pandemic.

Testing: Covid-19 tests have been made available to people and staff.

Infection control: You have confirmed that you have followed the guidance from PHE and NHS England regarding social distancing and this is applied to the use of the communal areas to keep people safe and to reduce the risk of infection.

Staff cover: No current concerns regarding staff shortages. At the time of the call there were no concerns with staffing levels.

Staff support and training: Staff have said they are supported by the provider and the manager has put supported staff to feel supported and appreciated. Staff can raise concerns with the manager or their team leader if there are any concerns.

Management of the service: There was regular monitoring of the quality and safety of the service. Audits are being completed by directors and registered manager with the support from the nominated individual. You confirmed you continue to be supported by the provider.