

Akari Care Limited

# Wellburn House

## Inspection report

Wellburn Road  
Fairfield  
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TS19 7PP

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Date of inspection visit:  
15 February 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

Wellburn House is a residential care home that provides accommodation and personal care for up to 90 older people and people living with dementia, at the time of the inspection there were 54 people using the service.

We found the following examples of good practice.

At the time of the inspection the home was allowing essential visits only, for example a relative of a person receiving end of life care. Visitors were required to complete a health questionnaire before visiting the home. Temperature checks were completed on arrival and PPE (personal protective equipment) was available for all visitors. Lateral flow testing was also done, and results obtained prior to visits taking place.

Alternatives such as video calls were arranged for families who could not visit. People have also been supported to write to loved ones and send cards. A monthly newsletter was sent to families and the registered manager also held virtual relatives' meetings via video call. There was a safe area set aside for visits within the home with a perspex screen and this area was fogged between each visit. Once the current visiting restrictions could be lifted an appointment system that had been used previously was to be reintroduced.

Staff changed into their uniform before the start of their shift and changed again before going home. We observed staff wearing PPE correctly throughout the home. Staff who needed to shield were supported to do so. Special provision and changes to working patterns had been made to accommodate staff who were more vulnerable.

There was a plentiful supply of PPE and a number of PPE stations around the home so staff could change their PPE prior to entering individual rooms. Clinical waste bins were in place for the safe disposal of used PPE. There were laminated posters all around the home reminding staff of the correct PPE procedures and the manager had also taught staff a simple acronym to help them remember. Staff had received support and training from a specialist infection prevention and control (IPC) nurse. Notices were placed around the home explaining to people why staff were wearing PPE and people living with dementia had been reassured by staff.

The home was very clean and tidy. Furniture in communal areas had been arranged to maximise social distancing and additional areas had been used at mealtimes to avoid dining rooms being overcrowded. Enhanced cleaning schedules were in place. These included regular cleaning of high touch areas such as handrails and door handles to reduce the risk of cross infection. Suitable arrangements were also in place to manage contaminated laundry.

There was a detailed infection prevention and control policy in place and regular checks were completed.

## 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**

# Wellburn 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 15 February 2021 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.