

Beling & Co Limited

Wensley House Residential Home

Inspection report

Bell Common
Epping
Essex
CM16 4DL

Tel: 01992573117

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16 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

Wensley House Residential Home is a residential care home providing personal care and accommodation for up to 48 people aged 65 and over, including people living with dementia. At this inspection there were 12 people living at the service, including one person who was in hospital.

We found the following examples of good practice.

- The registered manager had followed the government's guidance on whole home testing for people and staff until the outbreak of COVID-19 at the service in January 2021. In line with government guidelines testing for people using the service and staff is due to recommence from 27 March 2021.
- People's well-being was supported by telephone calls to relatives and window visits. An internal visiting pod had been built within the service and this enables people to see their relatives.
- Arrangements were in place for relatives to visit family members who were judged to be at the end of their life. Suitable measures were in place such as temperature checks, Personal Protective Equipment [PPE] and separate entrances to the building to keep infection risks to a minimum.
- Most staff employed at the service had received training on infection prevention and the correct use of Personal Protective Equipment (PPE). There was clear guidance and signage in the service to help promote staff to safely work whilst minimising the risk of spreading infection including effective hand washing.
- Appropriate infection prevention control practices were observed, such as the wearing of masks, gloves, aprons and also included good hygiene practices.
- The environment was visibly clean. Cleaning schedules evidenced the frequency of cleaning undertaken, including regular deep cleaning of the service.
- People living in the service were encouraged and supported to maintain social distancing in communal areas, such as the lounge and dining room.

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

Wensley House Residential Home

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 16 February 2021 and was unannounced.

Is the service safe?

Our findings

S5 How well are people protected by the prevention and control of infection?

- We were not assured that the provider was meeting shielding and social distancing rules. However, the decision for the registered manager to continue working at Wensley House Residential Home when they tested positive for COVID-19, was done in consultation with the Local Authority.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- 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 promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was accessing testing for people using the service and staff. However, we are recommending they improve their processes where people do not have the capacity to consent to COVID-19 testing as this was not recorded.

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