

Heritage Manor Limited

West Eaton Nursing Home

Inspection report

West Eaton House
Worcester Road
Leominster
Herefordshire
HR6 0QJ

Date of inspection visit:
12 November 2020

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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

West Eaton Nursing Home provides accommodation and nursing care for up to 33 older people, including those living with dementia and people with physical disabilities.

We found the following examples of good practice.

- People were supported to keep in touch with others who were important to them in a variety of ways. This helped to reduce people's social isolation during the pandemic.
- There was sufficient space within the building for people to socially distance to keep themselves and others safe during the pandemic. Meal times were also staggered to promote and encourage social distancing.
- Staff followed current guidance to facilitate safe visits to the home by professionals.
- 'Whole home' Covid-19 testing was undertaken in line with current guidance to prevent the transmission of infection. Workmen who were refurbishing part of the home during our visit were also tested.
- The registered manager had delivered creative infection prevention training sessions to staff using specialist equipment to demonstrate to effective handwashing. The training had helped staff to better understand how Covid-19 could spread and the importance of effective handwashing to prevent this.

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

West Eaton Nursing 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 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 12 November 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 accessing testing for people using the service and staff.
- 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 have also signposted the provider to resources to develop their approach.