

Barchester Healthcare Homes Limited

Westwood House

Inspection report

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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

Westwood House is a care home which provides personal care and nursing care to up to 49 older people and people living with dementia. At the time of our inspection there were 48 people using the service.

We found the following examples of good practice.

- There was protocol in place to ensure that all visitors were supported to complete the screening process and adhere to safe hygiene procedures before entering. There was a clear process for the booking and managing of family visits to the service.
- The service has devised a Covid-19 admissions flow-chart to ensure all new admissions are completed following current best practice guidelines.
- Staff were observed using the appropriate personal protective equipment (PPE) . There were donning and doffing reminders and posters situated throughout the service.
- The home environment was extremely clean and well maintained. Cleaning staff followed an increased cleaning schedule. There were regular infection control audits and checks to ensure high standards of cleanliness were maintained.
- All staff received appropriate training on Covid-19, infection control and the use of personal protective equipment (PPE). A senior clinical development nurse has been stationed at the service during the pandemic to support the registered manager and staff in understanding and adopting the new ways of working.
- The service had considered the risks associated with health conditions and ethnicity for people receiving care and staff. The service was engaging in ongoing 'whole service' testing following current government advice.

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

Westwood 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 12 August 2020 and was announced. 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.

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.