

Colten Care (2009) Limited

# Whitecliffe 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

Whitecliffe House is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided.

Whitecliffe House is registered to accommodate up to 31 people. At the time of our inspection there were 23 older people living there.

We found the following examples of good practice.

The home had a clear visiting protocol for people, staff, professionals and essential contractors. Information about this was prominently displayed at the entrance and around the home. Relatives had received a letter informing them of the process. Visits were by appointment only and were carefully managed to ensure they met the latest best practice guidance. Visit times were structured to not conflict with shift start and end times. All visitors were required to complete a health questionnaire and have their temperature checked. When this was completed satisfactorily, they were supplied with the required Personal Protective Equipment (PPE).

Where people were anxious about PPE the home had participated in video calls with them and their families to talk them through the reasons why it was needed and provided reassurance.

The home was clean and uncluttered. The cleaning schedule included general cleaning and advanced cleaning for high touch point areas such as light switches, handrails and door handles. Specialist cleaning products were used to minimise the risk of infection. Management spot checks were conducted to ensure infection prevention and control compliance.

The Registered Manager and Quality Manager had worked together, and consulted with people, relatives and staff, to identify an area of the home that could be used to safely isolate people if they had an outbreak.

The home had a robust admissions policy. The pre-admission assessment included a thorough needs assessment, recent test status and any risks linked to where people were being admitted from, for example, a hospital ward. On admission people were supported with a welcome pack which included magazines, newspapers and a device to access entertainment.

People were actively encouraged to use the outdoor space and join in with activities. In addition, the home had purchased tablet computers and mobile phones to facilitate contact between people and their family and friends. These initiatives were helping people to maintain their mental and physical wellbeing.

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?**

The service operated good practices in relation to infection prevention and control.

**Inspected but not rated**

# Whitecliffe 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 24 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.