

The Whitgift Foundation

Whitgift House

Inspection report

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Date of inspection visit:
18 January 2022

Date of publication:
03 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Whitgift House provides accommodation with nursing and personal care for up to 36 older people. At the time of our inspection 23 people were using the service.

We found the following examples of good practice.

Clear and robust procedures were in place for all visitors to the service including healthcare professionals. Checks included a confirmed negative lateral flow test result and proof of vaccination against COVID-19.

The service supported visitors to the home and a booking system was in place to help manage visits in a way that kept people safe. Screens and pods were available for people to use during visits to reduce the risk of infection.

All staff had received training to help them keep people safe from the risk of COVID-19. The service had a designated infection control lead to make sure procedures and government guidance was followed.

The service was clean and fresh, regular cleaning and checks were carried out throughout the day and the provider carried out audits and checks to make sure good practice continued.

Staff took time to explain to people why they may need to isolate in their rooms or remain distanced from others when they needed to. They provided people with one to one support to contact family and friends and help reduce the feelings of social isolation.

The provider offered support to aid the wellbeing of the staff team, this included access to mental health first aiders, a counselling service and recognition to those staff who had gone above and beyond through their internal 'unsung heroes' award.

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

Whitgift 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 18 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.