

Janes Care Homes Limited

The White House

Inspection report

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18 January 2022

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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

The White House is a care home providing care to up to 28 older people, some of whom lived with various types of dementia. At the time of the inspection the service supported 20 people.

We found the following examples of good practice.

- The registered manager and staff team were following effective infection control procedures to help manage the COVID-19 outbreak.
- Staff were trained in how to use Personal Protective Equipment (PPE) and we observed them using this appropriately.
- Measures were in place for visitors to help prevent the spread of COVID-19. These included being asked for proof of a negative lateral flow test (LFT). All professionals, staff and contractors were asked to provide evidence of having received the COVID 19 vaccine.
- The provider understood and followed current guidance on visiting both during the outbreak and when there was not an outbreak.
- The service looked clean and smelled fresh. Staff followed cleaning schedules which were checked by the management team to ensure they were completed effectively. Additional cleaning of highly used areas of the home was carried out frequently throughout the day.
- People who were COVID positive had been supported to isolate in their rooms in line with guidance. This also applied where people had received an inconclusive test result until a second test was completed with a negative result.
- Care was organised appropriately to ensure people confined to their rooms received safe, effective care and were not feeling isolated, while also ensuring other people were not put at risk of infection.
- All staff working at the service were vaccinated against COVID-19 in line with legislation. Staff completed testing for COVID-19 in line with current guidance.

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.

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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 unannounced inspection took place on 18 January 2022 and was announced.

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.