

Croftwood Care (Cheshire) Limited

Westy Hall Residential Care Home

Inspection report

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28 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

Westy Hall Residential Care Home provides accommodation for up to 42 people who need assistance with their personal care. At the time of the inspection 38 people lived at the service. Some people at the home, lived with dementia.

We found the following examples of good practice

Family members spoke positively about the service and how risks associated with COVID-19 had been managed in order to keep people safe. One family member told us "I think they [staff] have done really well throughout it all. It's been very very hard for them. One staff member didn't go home for weeks at the start of the pandemic, she literally just stayed there." The registered manager and staff regularly communicated with family members to keep them informed of any important changes; particularly in relation to COVID-19.

Staff had received training in relation to infection prevention and control and were observed following current guidance in the use and disposal of PPE. The registered manager carried out regular spot checks and observations on staff to observe their practice.

Staff and people were supported to access regular COVID-19 testing and the provider had systems in place to ensure they followed current guidance in relation to COVID-19 vaccinations for staff and visiting professionals.

People were supported to maintain regular contact with family members through visits and other forms of communication. Systems were in place to prevent visitors from catching and spreading infections.

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

Westy Hall Residential Care 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 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 28 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 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 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.
- Visits for people living in the home were arranged in line with government guidance.
- Some improvements were needed to the overall cleanliness of the environment and equipment used to support people with their mobility. Cleaning schedules were in place, however further development was needed to ensure all cleaning tasks were recorded.

We have signposted the provider to resources to develop their approach.

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.