

Westgate Healthcare Limited

Westgate House Care Centre

Inspection report

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08 February 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

Westgate House Care Centre accommodates up to up to 109 people, some of whom were living with dementia. The service provides accommodation over three floors. There were 95 people living at the service at the time of this inspection.

We found the following examples of good practice.

The provider had robust systems in place to ensure visitors were entering the building safely to reduce the risk of spreading the infection. For example, Relatives and friends received awareness sessions in how to test and put on and take off personal protective equipment (PPE) safely.

People were admitted safely when moving to the home. People and relatives were informed of the process of being admitted and the need to isolate upon arrival. In each unit there had been consideration when cohorting people where they had COVID-19 or where they had recently been admitted and were in the isolation period.

The management team had quality assurance systems in place to check staff competency and check the environment was safe. This was through infection prevention control audits, unannounced spot checks and competency assessments for staff. In addition, the management team had formulated a checklist inline with the current government guidance to ensure they were up to date with the correct practice.

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

Westgate House Care Centre

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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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.

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 08 February 2022 and was unannounced.

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.
- The providers approach to visiting aligned with the government guidance. People were supported by staff to facilitate visits in their rooms. Where people were at the end of their life people were supported to have the people that were important to them at any point of the day and night.

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.