

Care UK Community Partnerships Ltd

Whitebourne

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

Whitebourne accommodates up to 66 people in one purpose-built building. Care is provided across two floors, each with their own communal areas. The service specialises in providing care to older people who are living with dementia. At the time of our inspection, there were 52 people living at the home.

The provider had implemented measures to reduce the risk of infection. Staff were observed wearing appropriate Personal Protective Equipment (PPE) and they received ongoing training in its correct use.

The service was clean and hygienic. Additional domestic staff had been allocated to each shift to enable the continuous cleaning of high-touch areas such as door handles, hand rails and switches, in addition to maintaining high levels of cleanliness throughout.

The provider had an infection prevention and control (IPC) policy. Designated staff carried out regular IPC audits to ensure appropriate standards in this area were maintained.

The registered manager had taken action to minimise risks to people who used the service, staff and visitors. Risk assessments had been carried out to identify and mitigate risks, including for people in vulnerable groups.

The testing of people, visitors and staff was undertaken in line with government guidelines. If staff returned positive test results or had Covid symptoms, they did not return to work until they had completed the required period of self-isolation.

People had received their Covid vaccinations. Where people lacked the capacity to consent to either their vaccines or testing, the registered manager had ensured decisions were made following best interests' principles.

If people displayed symptoms or tested positive for Covid, staff encouraged them to self-isolate in their bedrooms. Where this was not possible, people were supported to remain on their own units to minimise the risk of spread across the service.

Staff supported people to access the healthcare treatment they required. The registered manager had good links with the allocated GP and the local District Nursing service who visited the service regularly.

Staff had been well supported during the pandemic through the provision of information and guidance, at team meetings and at individual meetings. Staff had been encouraged to speak up about any anxieties or concerns reasonable adjustments had been made as required.

We found the following examples of good practice:

The staffing model ensured people received consistent support and minimised the risk of cross-infection across the service. As far as possible, staff were assigned to work in only one area of the service. Core staff had worked additional hours and been flexible with their shifts to mitigate the need for agency staff to work within the service.

Further information is in the 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?

Further information is in the detailed findings below.

Inspected but not rated

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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 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.

This inspection took place on 1 February 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.

The provider had systems in place to facilitate visiting arrangements that were aligned with the current government guidelines. The registered manager had adopted a person-centred approach to supporting people to maintain appropriate contact with their loved ones throughout the pandemic.

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.