

London and Manchester Healthcare (Whittle Hall)
Limited

Whittle Hall House Care Residence

Inspection report

Littledale Road
Great Sankey
Warrington
Cheshire
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04 February 2022

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25 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

Whittle Hall House Care Residence is a nursing care home providing accommodation and personal care for up to 74 people across four separate units, including people living with dementia and people with nursing care needs. At the time of our inspection, there were 74 people living at the service.

We found the following examples of good practice.

Comprehensive policies and procedures were in place to manage any risks associated with the COVID-19 pandemic. This included the management of people with a COVID-19 positive diagnosis. The policies and procedures were updated regularly following any changes in national guidance.

The registered manager had identified, assessed and mitigated COVID-19 related risks to people, staff and visitors.

There was a robust programme of regular COVID-19 testing for both people living in the home, staff, essential carers and visitors to the home. Screening procedures included temperature checks, healthcare questionnaires and a negative lateral flow test.

Enhanced cleaning and disinfection took place throughout the home to reduce the risk of the spread of infection. This included increased daily cleaning schedules throughout the home.

Staff used personal protective equipment (PPE) and followed guidance and practices. There was abundant PPE available to staff.

Regular infection control audits were completed and the provider and manager had oversight of infection prevention and control processes.

People living in the home and their relatives were supported to maintain contact. There was separate visiting area outside the front entrance so relatives could visit their loved ones regularly reducing the risk of infection to visitors and people living at the home. Indoor visiting was also facilitated.

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

Whittle Hall House Care Residence

Detailed findings

Background to this inspection

Background

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 4 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.
- Arrangements were in place for people to keep in touch with relatives and receive visits from essential care givers, guidance regarding visiting was followed and relaxed as restrictions eased.

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.