

Ferrolake Limited

# Westport Care Home

## Inspection report

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Date of inspection visit:  
25 February 2022

Date of publication:  
12 April 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Westport Care Home is a residential care home for older people with physical health care needs and/or people living with dementia. The service provides personal care and can accommodate up to 43 people, including two bedrooms that can be used for couples if required. At the time of the inspection there were 41 people residing at the service and no vacant bedrooms.

Westport Care Home was purpose-built and consisted of four floors. People were provided with their own bedroom and en-suite bathroom, with communal lounges and dining rooms located on the three floors used to accommodate people. The provider had constructed a visiting pod last year, which could be directly accessed via the garage entrance.

We found the following examples of good practice.

- Safe practices were in place for visitors to the service, for example relatives and friends, health and social care professionals and maintenance contractors. The procedures to enter the building included a Lateral Flow Device (LFD) test or evidence of having taken one prior to arrival, a temperature check, scrutiny of evidence of vaccinations and applying personal protective equipment (PPE) assigned by a designated staff member at the reception area.
- Staff were provided with ample supplies of PPE, which included masks, hand sanitiser, gloves and aprons. PPE stations were positioned around the premises and clinical bins were provided to enable staff to safely dispose of used items. The management team carried out regular checks to ensure staff followed correct practices for donning and doffing PPE and maintaining meticulous hand hygiene. Staff confirmed their infection prevention and control (IPC) training was detailed and helpful.
- A regular system for testing for COVID-19 was established for people using the service and staff. Robust procedures were implemented to ensure new people were safely admitted to the service, in line with current government guidance. The service did not use agency staff, which reduced the risk of infection as it lowered the number of individuals entering and leaving the premises. Staff were trained to work in both personal care and domestic roles. This enabled the registered manager and deputy to flexibly roster employees when required to ensure people received a consistent service from staff they were familiar with.
- The provider effectively utilised easy read posters and documents to support people to understand why it was necessary for staff to wear PPE. The management team had liaised with local health and social care professionals to develop plans to sensitively support people who were living with dementia and/or people who were anxious. This included approaches to enable people to continue to walk around the premises if they found this relaxing and therapeutic, while ensuring infection risks were recognised and managed.

## 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**

# Westport 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 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 25 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 service enabled people to receive visits from their relatives and friends, in line with government guidance. The provider had constructed a visiting 'pod' in the garage and had clear practices in place to support relatives and friends who conducted their visits within the premises.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.