

Westgate Healthcare Limited

Westgate House Care Centre

Inspection report

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16 April 2021

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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 90 people living at the service at the time of this inspection.

We found the following examples of good practice.

All visitors to the service had their temperature checked, undertook a rapid COVID-19 test, completed a health questionnaire and were provided with personal protective equipment (PPE).

Visits were being re-introduced by appointment only, with times allocated to avoid potential infection transmission with other visitors and to allow for the visiting area to be thoroughly cleaned between visits. They were also undertaking training in how to test for COVID -19, handwashing, and putting on and taking off of PPE.

The provider had developed policies and procedures in response to the COVID-19 pandemic.

Risks to people and staff in relation to their health, safety and wellbeing had been thoroughly assessed. PPE was placed throughout the service, with ample supplies available. Staff were seen to be adhering to the PPE guidance and protective measures in place.

The service was clean and hygienic. Robust cleaning schedules were in place. People's rooms and areas frequently touched by people and staff such as door handles were cleaned regularly.

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 the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This announced inspection took place on 16 April 2021. We also asked the provider to send us infection prevention and control policies and audit findings.

Is the service safe?

Our findings

S5 How well are people protected by the prevention and control of infection?

- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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 promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider was using PPE effectively and safely.