

The Whiteley Homes Trust

Whiteley Village

Inspection report

Octagon Road
Whiteley Village
Walton On Thames
Surrey
KT12 4EH

Tel: 01932857821
Website: www.whiteleyvillage.org.uk

Date of inspection visit:
10 November 2020

Date of publication:
26 November 2020

Ratings

| | |
|---------------------------------|--------------------------------|
| Overall rating for this service | Inspected but not rated |
| Is the service safe? | Inspected but not rated |

Summary of findings

Overall summary

Whiteley Village is a large community complex that is registered to provide accommodation and support across two care home sites, The Eliza Palmer Hub and Ingram House. At the time of our inspection, 29 people were living at the Eliza Palmer Hub and 22 people were living at Ingram House. Whiteley Village also provided home care to 66 people living in their own homes within the village.

We found the following examples of good practice

Visitors had their temperature automatically recorded, health questions asked, personal protective equipment (PPE) provided if needed, and track and trace information taken when visiting the service.

There were various visiting areas, with clear instructions to ensure chairs were appropriately distanced and perspex screens to keep people safe. A befriending volunteer had been sourced to visit one lady who felt particularly isolated. Virtual visits were arranged regularly using the 57 tablet devices the provider had received from the government scheme and donations. People were part of a pen-pal scheme with a local school and had received over 170 letters from children.

Staff had received training in the use of personal protective equipment. One infection control lead and two infection control champions ensured the service had enough PPE and that staff used it effectively. Staff had personal sanitiser bottles on a belt clip which could be replenished at the many PPE stations located around the site.

An on-site clinical support team had carried out assessments for people which reduced the need for external NHS support. Assessments included moving and handling equipment, speech and language support, occupational therapy and physiotherapy.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Whiteley Village

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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in Infection prevention and control.

This inspection took place on 10 November 2020 and was announced.

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 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.