

July VII Limited

July VII Limited t/a Wykenhurst Residential Home

Inspection report

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Date of inspection visit:
18 March 2021

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06 April 2021

Ratings

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

Summary of findings

Overall summary

Wykenhurst Residential Home is a residential care home providing accommodation and personal care people for up to 25 people some living with dementia. At the time of the inspection 23 people were living at the home. The accommodation is provided over three floors, there are communal areas on the ground floor.

We found the following examples of good practice.

- People and their family members had been consulted on how visiting arrangements should be implemented at the home. Individual visits were arranged by prior appointment, with visitors consenting to a Lateral Flow Test (LFT) and to wear Personal Protective Equipment (PPE) in line with government guidance and provided by the service.
- People also kept in touch with family and friends using video and telephone calls.
- Staff completed regular touch point cleaning and the provider had introduced a room disinfection system to ensure the risk of cross infection was minimised.
- The layout of communal areas had been reviewed to promote social distancing as much as possible, whilst maintaining a homely feel.
- There was a plentiful supply of PPE and overall staff wore PPE in line with government guidance.
- There was a three times weekly COVID-19 testing programme for staff and people were tested every four weeks. If people or staff tested positive, they would be required to self-isolate in line with government guidelines.
- Staff had received training in Infection Prevention Control (IPC) procedures that included, COVID-19 awareness, donning and doffing and had their competencies assessed through supervision and observations.
- The provider was proactive to ensure the IPC policy was current and reviewed when new government guidance was issued.

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.

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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 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 inspection took place on 18 March 2021 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 somewhat assured that the provider was using PPE effectively and safely. Overall the care staff were seen to be wearing their PPE in line with government guidance on the day of the inspection. However, one senior staff member had been observed not to be wearing their face covering in line with the guidance. The provider addressed the matter immediately.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. We had identified items of equipment that required repairing and/or replacing such as hand operated bins for pedal bins, unvarnished and unpainted wooden hand rails which can make cleaning and disinfecting the surfaces less effective. The registered manager has given us their reassurances the areas identified will be actioned immediately.
- 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.

We have also signposted the provider to resources to develop their approach.