

Rootcroft Limited West House

Inspection report

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12 January 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

West House is a care home registered to provide accommodation and personal care for up to 26 people, including people living with dementia. The premises is set over three floors with single bedrooms and single occupancy. The service had a communal lounge and dining area. There were 20 people living at the service.

We found the following examples of good practice.

The service was closed to new admissions at the time of our visit. We saw the registered manager was following government guidelines; ensuring people were isolating in their rooms for 14 days after a positive COVID-19 test result or on return from hospital.

People and staff had received regular testing for COVID-19. Where positive test results had been returned, the registered manager had acted quickly following government guidance to mitigate the risk of an outbreak of COVID-19 in the service.

The service was working closely with the local authority and Public Health England to ensure their infection control practice was safe and as a point of support and guidance.

There were systems in place to support social distancing. Where people were sitting in the lounge, chairs had been spaced out. Arrangements were in place to service people their meals in their bedrooms, the communal lounge or dining area.

Staff had received training on the correct use of personal protective equipment (PPE) and were following safe practice.

The registered manager had ensured people were able to access healthcare services. This included calls to the GP and Dementia Intensive Support Team (DIST).

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 our details finding below.

Inspected but not rated

West House

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 12 January 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 assured that the provider was accessing testing for people using the service and staff.
- We were partly assured that the provider was promoting safety through the layout and hygiene practices of the premises. However, systems were not in place to monitor infection control practice and ensure a safe environment. This included PPE not always being stored correctly and no systems in place to monitor extra cleaning being undertaken by staff of high use areas. There was no signage at the service to guide staff in the practice of donning and doffing their PPE or to instruct people what zone they were entering in relation to infection risk.
- We were partly assured that the provider's infection prevention and control policy was up to date. However, there were no COVID-19 risk assessments in place for people using the service to ensure their infection risks had been thoroughly assessed and managed.

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