

Dr Bijoy Sinha & Dr Madhulika Sinha

West Cotes Residential Care Home

Inspection report

70 South Parade
Skegness
Lincolnshire
PE25 3HP

Tel: 01754610616

Date of inspection visit:
22 December 2020

Date of publication:
09 February 2021

Ratings

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

Summary of findings

Overall summary

West Cotes Residential Care Home is a care home which provides personal care for up to 17 older people. At the time of inspection there were 11 people living in the service.

We found the following examples of good practice.

- A process was in place to ensure visitors were screened prior to them entering the service.
- Where restrictions on visiting had been implemented due to the outbreak, people were supported to stay in touch with relatives and friends using technology and telephone calls. Relatives were kept informed during the outbreak by the registered manager.
- Sufficient stocks of Personal Protective Equipment (PPE) were in place including masks, gloves, aprons, hand sanitiser and visors. Staff were wearing this appropriately.
- The service's Infection Prevention and Control (IPC) policy was up to date and in line with current guidance.
- The service had plans in place and knew how to respond to an outbreak of infection to ensure the safety of people and staff.
- A regular programme of testing for COVID-19 was in place for staff and people who lived in the service.
- People admitted to the service were supported following government guidance on managing new admissions during the COVID-19 pandemic.
- Enhanced cleaning took place daily. The environment was clean and hygienic.
- Staff were provided with training in current IPC guidance and in the use of PPE. There were designated areas for donning and doffing of PPE and handwashing facilities were available for staff to use.
- Monitoring systems were in place to ensure IPC and PPE guidance was adhered to.

Further information is in the detailed findings below.

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

West Cotes Residential 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.

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met on a specific concern we had about staff failing to wear Personal Protective Equipment (PPE) in line with national guidance.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

The service had also recently had an outbreak of coronavirus. 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. Therefore, we combined this targeted inspection to look at the IPC practices the provider has in place.

This inspection took place on 22 December 2020 and was unannounced.

Is the service safe?

Our findings

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

At our last inspection the provider had failed to ensure systems were in place or effective enough to protect people from the risk of infection. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

- 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.