

Water Hall Healthcare Limited

Waterhall Care Home

Inspection report

Fern Grove
Lakes Estate, Bletchley
Milton Keynes
Buckinghamshire
MK2 3QH

Tel: 01908640570

Date of inspection visit:
09 February 2021

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23 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

Waterhall Care Home is a care home providing personal care and support for up to 56 older adults including people living with dementia. At the time of inspection there were 40 people using the service.

We found the following examples of good practice.

- Staff had received training and refresher on infection prevention and control and how to use personal protective equipment (PPE).
- Posters and guidance were on display about good hand hygiene. These measures helped keep people, staff and visitors stay safe.
- There were ample supplies of personal protective equipment (PPE) including disposable facemasks, visors, gloves, aprons and disinfectant wipes. Hand sanitiser points were readily available throughout the home.
- PPE stations were placed outside each person's bedroom. They contained ample supplies of PPE for staff to put on before entering the rooms to support people with personal care. Used PPE was disposed of immediately in clinical waste bins to reduce the risk of cross infection.
- Enhanced cleaning and disinfection took place throughout the home to further reduce the risks of the spread of infection. This included frequent cleaning of high touch areas such as, light switches, call bells, keyboards, door handles and handrails. Cleaning checklists were used to record and monitor that cleaning tasks had been completed.
- A regular programme of testing for COVID-19 was in place for people using the service and staff. This meant swift action could be taken if any positive results were received.
- Infection prevention and control (IPC) audits took place, and the registered manager had good oversight of all aspects of infection control systems within the service.
- The laundry area was well organised and clean. Soiled linen was kept separate and cleaning schedules were closely followed and recorded. Systems were in place to ensure laundry from different areas of the service were laundered separately.
- Policies, procedures and risk assessments related to COVID-19 were up to date, which supported staff to keep themselves and others safe.
- The registered manager and the staff team routinely reviewed the impact of COVID-19 and the actions taken to reduce the risks of any outbreaks. Meetings took place with staff and other healthcare professionals to reflect upon and learn from outbreaks. Heightened infection control measures were implemented to contain and manage outbreaks.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Waterhall Care Home on our website at www.cqc.org.uk.

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

Waterhall 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 received information from the provider and other healthcare professionals informing us of an increase in the number of people using the service and staff testing positive with COVID – 19.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 9 February 2021 and was unannounced.

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 were effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.