

North Yorkshire County Council

# North Yorkshire County Council - 5 Whitby Road

## Inspection report

5 Whitby Road  
Pickering  
North Yorkshire  
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28 April 2021

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

North Yorkshire County Council 5 Whitby Road is a care home providing personal care for up to 37 older people, some of whom are living with dementia. At the time of the inspection, 31 people lived at the service. There are two separate wings, one of the which specialises in providing care to people living with dementia.

We found the following examples of good practice.

All staff and people living at the service received regular COVID-19 testing. Appropriate processes were in place and followed should anyone display symptoms of COVID-19

People were admitted safely to the service. Consideration was also given to people's emotional well-being during the admission process.

Visits were facilitated in line with current guidance, to support people's emotional well-being. Appropriate screening and testing was completed and visitors had access to handwashing facilities and Personal Protective Equipment (PPE).

Different methods of communication had been used to ensure people could maintain their contact with relatives and / or friends. Staff were aware of how people most effectively communicated.

Audits were completed and used to ensure the service was providing safe care and to promote improvement.

Staff had undertaken training in infection prevention and control, which included putting on and taking off PPE and effective use of PPE. PPE was generally used effectively but we observed an interaction where PPE was not used appropriately, immediate actions were taken to address this. We have also signposted the provider to resources to develop their approach.

The service was clean and cleaning of frequent touch surfaces was in place and recorded regularly by housekeeping staff. Additional deep cleaning was also carried out where required. There was an infection prevention and control lead who was knowledgeable about their role.

Whilst consideration had been given to mitigating potential risks in relation to COVID-19, appropriate risk assessments were not in place for people who used the service. We recommended these were introduced. Some communal areas required addressing to ensure they promoted social distancing. Whilst appropriate infection prevention and control procedures were operated, there was not an up-to-date infection control policy. The provider was in the process of updating this. The provider was signposted to additional resources and information to support with this.

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?

**Inspected but not rated**

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 the Care Quality Commission's (CQC) 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 28 April 2021 and was announced.

# Is the service safe?

## Our findings

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were somewhat assured 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 the provider was using PPE safely and effectively.
- 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 the provider was facilitating visits for people living in the home in accordance with the current guidance.

Risk assessments relating to risks associated with COVID-19 were not in place for people who used the service. The layout of communal areas did not consistently promote social distancing and, whilst safe practices were in place in relation to infection control, the current policy was not up-to-date. We have signposted the provider to resources to develop their approach.