

Hazelwood Care Limited

# The Westcliff Care Home

## Inspection report

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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

The Westcliff Care Home is a residential care home providing personal care to 19 older people at the time of the inspection, some of these people were living with dementia. The service can support up to 33 people in one adapted building.

We found the following examples of good practice.

The service was clean and hygienic. There were no unpleasant odours. Cleaning schedules and checks by the management team were in place to ensure the service was clean and infection control risks were reduced.

Staff had received training in infection control and the COVID-19 pandemic. There was personal protective equipment (PPE) available around the service for staff to use, and we observed staff were wearing PPE appropriately. Staff had received training in donning and doffing PPE and there were notices around the service reminding staff how to don and doff PPE and wash their hands effectively.

There was routine testing of both people using the service and staff, in line with government guidance. The management team understood their responsibilities if any test results were positive for COVID-19. This ensured action could be taken promptly to reduce the risk of exposure of the virus.

The management team had a system to check that staff were not working in other care settings to reduce the risks of the spread of infection.

Risk assessments had been completed to reduce the risks to people living in the service and staff. Where risks had been identified, for example people and staff who may be at higher risk of contracting COVID-19, measures were in place to mitigate the risk.

The environment had been adapted to support social distancing. This included additional areas for staff to take breaks and communal seating had been spaced so people were not sitting too close together.

The management team had identified how zoning and cohorting in the service would be used in the event of a COVID-19 outbreak. Systems were in place to admit people into the home safely, and notices reminded staff of when people were isolating and the PPE that must be used.

There were systems to reduce the risks of exposure to COVID-19 from individuals entering the service. This included the staff entrance and exit, where they were required to wash hands and put on PPE. There was a dedicated entrance for others, including visiting professionals. This included temperature checks, donning PPE, completion of a questionnaire and hand washing. People's friends and family were not currently entering the service, they had visits with their family members in an external building with systems in place to reduce risks of cross infection.

## 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**

# The Westcliff 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.

As part of CQC's response to the coronavirus 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 January 2021 and was announced. We gave the service 19 hours' notice of our inspection visit. This was to check we would not be hindering any planned COVID-19 vaccinations being carried out, to ask the service for specific information regarding if there were any people using the service who had a positive test for COVID-19 and to ensure we were working within the provider's procedures for infection control and COVID-19.

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