

Croftwood Care UK Limited

Whetstone Hey Residential 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

Whetstone Hey is a residential care home providing personal care to 34 people aged 65 and over at the time of the inspection. The service can support up to 42 people. The care home accommodates people in one adapted building.

We found the following examples of good practice.

- The service had a system to facilitate visiting. Visitors booked onto an allocated slot which were spaced out throughout the day to avoid potential infection transmission with other visitors. All visitors were asked to complete a health screening form and were provided with face masks to wear throughout their visit. Visits were currently limited to outdoors, however the registered manager explained the provider was currently exploring different options including the use of perspex screens to enable visits to take place indoors.
- The service had increased the cleaning schedules and routines to reduce the risks of cross infection. Residents commented positively on this and told us, "Staff are doing lots of cleaning."
- We observed staff wearing the correct personal protective equipment (PPE) throughout the inspection and all of the residents we spoke with confirmed staff wear PPE when providing personal care.
- New residents were supported to self isolate for 14 days upon admission. The registered manager ensured staff were available to reassure people, develop relationships and respond to their needs during this period.
- One resident told us how they had found isolation during the Covid-19 pandemic particularly difficult, as family members had been unable to visit. We were told, "I like to go out into the garden for an hour and staff support this." Staff had also been proactive in reducing the impact of loneliness by facilitating telephone and video calls to loved ones.

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.

Inspected but not rated

Whetstone Hey 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 5 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.

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