

Genesis Homes (Essex) Limited

Whiteacres 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

About the service

Whiteacres is a residential care home providing personal and nursing care to 13 people aged 65 and over at the time of the inspection. The service can support up to 18 people.

People's experience of using this service and what we found

The provider had, and ensured staff followed, safe infection prevention and control procedures to protect people from the risk of infection and COVID-19 as far as possible.

The provider followed government guidance in response to the COVID-19 pandemic including testing for people and staff. Robust systems and processes were in place to check any changes to the guidance were implemented.

Staff had access to personal protective equipment (PPE) including gloves, aprons, masks and hand sanitizer. Staff were observed to be using and disposing of PPE safely. There were specific areas in the service for staff to don and doff PPE.

The provider had arrangements in place to ensure specific staff would be deployed to people in the event of a COVID-19 outbreak. These arrangements ensured staff would not support both COVID-19 positive and negative people. This reduced the risk of transmission of infection in the service.

Staff received the required training in infection prevention and control (IPC) to care for people safely.

The service was visibly clean and tidy, and regular cleaning took place throughout the service.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Good (Published 22 August 2019)

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about the provider knowingly allowing COVID-19 positive staff in the service. Targeted inspections do not change the rating from the previous inspection because they do not assess all areas of a key question. The overall rating for the service has not changed and remains good.

We also looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Whiteacres Residential Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 on a specific concern we had about staff working in the service who had tested positive for COVID-19.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we could understand the preparedness of the service in preventing or managing an infection outbreak. Also, to identify good practice we can share with other services.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Whiteacres is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection and sought feedback from the local authority who work with the service. Our inspection planning focused on concerns we

received in relation to people's safety, in order to assess if the service was safe. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke with the deputy manager and liaised with the registered manager who was not at the service during the inspection. We reviewed a range of records relating to the infection prevention and control measures at the service.

After the inspection

We continued to seek clarification from the provider to validate evidence found around the provider's infection control policy and procedures.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about staff working in the service who were COVID-19 positive. We discussed this with the registered and deputy managers who told us they were unaware of the specific concern until it was brought to their attention from a partner agency.

The inspection assured us the registered manager took all necessary precautions to prevent staff working in the service whilst COVID-19 positive. The registered manager demonstrated appropriate action had always been taken when staff had tested positive for COVID-19.

We found the registered and deputy manager open and transparent, and they engaged with us to allay the concerns we had.

Government guidance in relation to COVID-19 testing was followed, and robust procedures were in place to ensure COVID-19 test results were fully recorded.

Preventing and controlling infection

- We were assured that the provider was accessing testing for people using the service and staff.
- 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 Personal Protective Equipment (PPE) effectively and safely.
- 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.