

Keychange Charity

Keychange Charity Walmer House 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

Keychange Charity Walmer House Care Home (Walmer House) 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 17 people. Walmer House is in an adapted property with some period features over two floors, it has a lift and stair lifts for ease of access and mature gardens.

We found the following examples of good practice:

Walmer House had arrangements for people to see families and friends, there was a booking system in place for socially distanced visits. There was a designated space for visitors, which had a supply of personal protective equipment (PPE) and clear signage on its use. All people living in the home had a visitor care plan in place. People were also supported to contact friends and family by use of social media and electronic devices.

We saw supplies of PPE around the home for staff to use. Staff wore face masks at all times and took their rest breaks separately. Wireless headphones were available for people who were deaf so they could hear staff speaking more clearly.

Furniture had been rearranged in communal areas to promote social distancing, but the people living in the home did not like this. The care home carried out a risk assessment and the furniture had been arranged in line with peoples' wishes. There were garden spaces that could be used.

Areas had been set aside for staff to put on and remove PPE safely and clear signage was in place. All staff had received training on infection control processes, which included specific COVID-19 training. Hand hygiene audits and infection control audits were regularly carried out and recorded. The care home ensured that any actions identified from these audits were actioned to maintain safety.

If the home admitted new people they would make sure that a negative COVID-19 test had been received and they had enough information to meet the person's needs. New admissions were isolated in accordance with current guidance. All people living in Walmer House had their temperature taken twice a day and their oxygen saturations measured once a day. Appropriate assessments were carried out for routine testing and vaccination of people and when necessary relevant persons were involved in the decision making process.

Staff who worked in the care home were tested three times a week in line with current guidance. There were no staff who were deemed to be in a risk group. The manager was aware of the need to carry out risk assessments for staff in risk groups if needed. Arrangements were in place to make sure staff isolated if they became symptomatic, which included isolation at home until they had received a COVID-19 test and its result. All staff participated in the testing regime, and if able had received a vaccine dependent on their personal health needs. If agency staff were used, they received COVID-19 testing on the same basis as permanent staff.

Walmer House was visibly clean and hygienic and appropriate cleaning products were in use. The cleaning schedule included increased cleaning of 'touch points' such as light switches and door handles. All food packages were wiped down with antibacterial wipes when they were delivered. On two days per week two cleaners were on shift to carry out deep cleaning of the home. All staff were required to change into uniforms at work. Appropriate cleaning products were in place, and the care home had suitable laundry facilities and clinical waste systems to deal with potentially infectious materials.

The care home knew where to access appropriate support and guidance and there was a business continuity and pandemic action plan in place, which were routinely reviewed.

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

Keychange Charity Walmer House 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 10 February 2021 and was announced.

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.