

Voyage 1 Limited

Westwood House

Inspection report

Belmont Crescent
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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

Westwood House is a residential care home registered to provide accommodation and support for up to ten people with learning disabilities. There were nine people living at Westwood House when we visited for this inspection.

We found the following examples of good practice.

Visitors had their temperature taken and were asked questions about their health to identify signs of infection. Supplies of personal protective equipment (PPE) and hand sanitiser were available, enabling all staff and visitors to put on PPE before having contact with anyone who used the service. The entrance area was regularly sanitised and benefited from clear signage.

The premises were kept in a clean and hygienic condition throughout. We observed a storage area used for cleaning materials. This was well stocked and included a specialist anti-viral cleaning product. We reviewed cleaning schedules, which showed areas which could pose a higher risk of cross-infection, such as surfaces and door handles, were sanitised twice each day.

We observed changes made to the service's environment to help promote social distancing. The dining area had been adapted to ensure seating was at a safe social distance. The service had used tape on sofas and garden benches, to indicate where people should not sit closely together. These measures did not appear to detract from people's enjoyment of communal spaces. We observed people appeared relaxed and were interacting in the lounge and dining areas.

PPE stock levels were monitored on a weekly basis, and the centralised system could identify shortfalls in stock and automatically reorder. We observed staff wearing appropriate PPE. Staff had received training on infection prevention and control, and this was followed by an assessment of competency, and spot checks, to ensure staff were adhering to correct practice.

Audits took place to monitor infection prevention and control across the service. The service's infection control policies included a home management COVID-19 policy. This provided detailed guidance for the service on managing all aspects of their response to the pandemic.

The home was registered to regularly test staff and people using the service for COVID-19 infection. The service had a good supply of testing kits. Prior to our inspection, a staff member showing no symptoms of infection received a positive test result. The service's response included an immediate deep clean of the premises, liaison with other agencies and re-testing for all staff and people using the service. The results from these tests were negative, demonstrating how the measures in place successfully prevented a wider outbreak of infection at the service. During the pandemic, except for the one recent positive test, all other test results have been negative.

Some people using the service could not consent to COVID-19 swab testing. Where staff believed a person was unable to give informed consent, the service documented a mental capacity assessment and best interests decision. We reviewed documentation which showed people including GPs and advocates had been appropriately consulted about decisions. When testing occurred, each person using the service was supported by a staff member who knew them well. People were regularly updated regarding the submission and results of their tests. This helped to alleviate anxiety by ensuring people using the service felt fully informed.

Local lockdown restrictions had impacted visitor arrangements. At the time of our inspection, the local lockdown had recently ended. The service was asked to submit visiting policy proposals to their local council and were awaiting further feedback. We reviewed examples of visiting risk assessments, which were highly personalised for each individual.

The registered manager explained how the service had supported people using the service to understand the risks of COVID-19, the use of PPE and why lockdown measures were in place. This included supporting people to understand television coverage and use of videos and pictorial guidance. Family members were regularly updated using telephone and letters.

During the pandemic, people had been unable to access the clubs they previously attended. The service had worked creatively to ensure people using the service accessed activities they enjoyed. Indoor and outdoor spaces had been utilised for activities including barbeques, badminton, line dancing, karaoke, baking and a VE day tea party. The service also supported people to maintain contact with family members using digital technology. We heard the service had worked with families to coordinate digital celebrations for birthdays and other special events.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service was following safe infection prevention and control procedures, to keep people safe.

Inspected but not rated

Westwood House

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 conducting a thematic review of infection control and prevention measures in care homes.

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.

This inspection took place on 22 October 2020 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.