

Mrs Cathy Hillidge

# Westward Care Home

## Inspection report

2 Henty Avenue  
Dawlish  
Devon  
EX7 0AW

Tel: 01626864825

Date of inspection visit:  
11 November 2020

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04 December 2020

## Ratings

|                                 |                         |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
|---------------------------------|-------------------------|

|                      |                                |
|----------------------|--------------------------------|
| Is the service safe? | <b>Inspected but not rated</b> |
|----------------------|--------------------------------|

# Summary of findings

## Overall summary

Westward Care Home provides care for people with a learning disability and associated conditions such as autism. On the day of our inspection there were 6 people living at the service.

Staff were not always wearing Protective Personal Equipment (PPE) in line with government guidance. We have made a recommendation to the provider about this and shared what we found with the local authority.

We found the following examples of good practice.

The service ensured that only essential visitors came inside the premises. All visitors entered through the rear entrance where everyone was temperature tested and completed hand disinfection prior to entering the home.

The provider participated in regular Covid-19 testing of people living in the service and staff. This ensured action could be taken swiftly to reduce the potential spread of infection if a positive test was returned.

The environment was very clean. Additional cleaning was taking place including frequently touched surfaces. Infection control audits were carried out.

People were supported to see their family through window visits and staff also helped people maintain contact using social media platforms and regular phone calls.

People had been supported to access the community safely with the use of face coverings and hand sanitisers provided.

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?**

We were not fully assured the service was following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Westward 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 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. Due to concerns found during the thematic review we changed the inspection to a targeted inspection.

This inspection took place on 11 November 2020 and was announced.

# Is the service safe?

## Our findings

S5□ How well are people protected by the prevention and control of infection?

- Staff were not always wearing the correct PPE in line with government guidance.

We recommend the provider undertake a review of the use of PPE to ensure that PPE is being used in line with government guidance to prevent and control the spread of Covid-19.

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was admitting people safely to the service.
- 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 advised the provider of areas of improvement to develop their approach and shared what we found with the local authority.