

Porthaven Care Homes Limited

Wiltshire Heights Care Home

Inspection report

Cottle Avenue
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06 November 2020

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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

Wiltshire Heights is a care home which provides accommodation and nursing care for up to 63 older people, including people living with dementia. The home is arranged over three floors, Robin, Willow and Poppy. At the time of our inspection 61 people were living at the home.

We found the following examples of good practice

- The provider had made changes to the layout of the home and how parts of the building were used to help control the spread of infection. The library was being used as a visiting room. Visitors were able to enter this room from the outside, which reduced the number of people entering the main part of the building. A booking system had been introduced to ensure people had fair access to the visit appointments that were available. The registered manager had deployed staff to specifically facilitate visits, ensuring infection prevention and control procedures were followed and people were given the support they needed.
- People had been supported to continue with activities and hobbies they enjoyed. These included arts and crafts activities, discussion groups and entertainment. Events had been organised in ways to maintain social distancing and meet infection prevention and control measures. People told us this was very important to them and a relative gave positive feedback about the input from the activities and wellbeing team. The service had maintained links with the local community and exhibits from their recent 'National Day of Arts in Care Homes' was being displayed in local shops.
- The provider had set up clear procedures to support people to move into the home safely, including periods of isolation and COVID-19 testing. A relative told us "I could not have been more impressed with the process; from Covid precautions to the friendly way [my relative] was greeted by all staff on her orientation walk. The staff were exceptional."
- The registered manager had set up infection control 'hubs' on each floor of the home. These were areas where staff could access additional personal protective equipment (PPE) when they needed it. The hubs contained the most recent guidance on what PPE to use and how to use it safely. Staff told us the systems were working well and they had access to all the equipment they needed. Staff said they had received training in infection prevention and control and had received good support from the management team throughout the pandemic.

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

Inspected but not rated

Wiltshire Heights 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.

This inspection took place on 6 November 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.