

Barchester Healthcare Homes Limited

Wheatlands

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

Wheatlands is a care home providing personal care for up to 53 older people, some of whom are living with dementia. At the time of the inspection 44 people lived at the service.

We found the following examples of good practice.

- A visiting policy was in place that was complied with. Visitors were provided with a lanyard with their own personal hand sanitiser, hand washing pictorial guidance and a new pen that they could use during their visit. These were stored for 72 hours after use and sanitised.
- Upon entry to the home, a television screen continuously showed a video of guidance on infection prevention and control (IPC) policies and how to use personal protective equipment (PPE).
- The home was clean, hygienic and uncluttered. Additional cleaning time had been allocated to the housekeeping staff since the pandemic and cleaning schedules were checked daily as part of the general manager walk round to ensure compliance.
- People were encouraged to engage in an activity programme to promote their social and emotional wellbeing that had been adapted to ensure compliance with current guidance. This included virtual coffee mornings with their relatives and virtual story telling with the local school.
- People were generally supported by separate staff cohorts in each community they lived in to reduce the risk of transmission of infection. Where staff were required to work across separate communities, they underwent additional lateral flow tests and were not permitted to work with different communities on different days.
- People were required to self-isolate in line with current guidance when they tested positive for COVID-19. Where people did not comply with self-isolation due to their lack of understanding, a mental capacity assessment was undertaken and best interests decisions were made to reduce risk of transmission in the least restrictive way possible. One person lacked insight into the need to self-isolate so a sensor mat was placed across their door to alert staff should they leave their room.
- The registered manager was proactive in identifying learning and taking action to improve the service. When there was a COVID-19 outbreak at the home, the registered manager identified what had been managed well and what could be improved. This information was collated and shared with staff and actions were put in place to mitigate risk and improve the service going forward.
- Staff were well supported by the provider. Staff were able to access support with their health and wellbeing via the intranet and had access to a 24 hour careline should they need it. The provider had also arranged a question and answer session with an expert in microbiology to ease staff anxieties around COVID-19 vaccinations.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information is in the detailed findings below.

Inspected but not rated

Wheatlands

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 5 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.