

Care Homes UK Two Limited

The White House Nursing Home

Inspection report

Monkton Lane
Jarrow
Tyne and Wear
NE32 5NN

Tel: 01914899114

Date of inspection visit:
19 February 2021

Date of publication:
05 March 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

The White House is a care home providing personal and nursing care for up to 36 people aged 65 and over, some of whom were living with a dementia. At the time of the inspection 18 people were living at the service.

We found the following examples of good practice:

- All visitors had their temperature checked upon arrival at the service. Visitors were also asked to complete a brief questionnaire including questions about their current health status. Visitors had access to relevant PPE.
- Systems were in place to support people to maintain contact with their family. This was done via telephone and electronic tablets. The registered manager told us plans were in place to support one person to have a 'joint family conversation' with their relatives who lived both inside and outside of the UK. Relatives were currently supported to see their family members via 'window' visits, whilst adhering to government guidelines.
- All visitors and staff had access to adequate amounts of PPE. Staff had received enhanced infection and prevention control (IPC) training from the IPC nurse including the correct use of PPE. The registered manager had also received support from the IPC nurse following their visit to the service. Staff we spoke to were knowledgeable regarding the correct process for the use and disposal of PPE equipment.
- The registered manager told us both people and staff underwent regular COVID-19 testing in line with government guidelines.
- Adjustments had been made to the majority of the environment, for example the spacing of chairs and tables to support with social distancing. One area of the service had not been adjusted to support with social distancing and the registered manager assured us this would be addressed immediately. Staff were seen to adhere to social distancing guidance during the inspection.
- Robust cleaning protocols were in place for both daily and more in-depth cleaning. The registered manager carried out regular cleaning audits which allowed for any issues to be identified and rectified.
- The registered manager worked well with external professionals including the local authority commissioning team and infection control nurse.

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

The White House Nursing 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 19 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 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 signposted the provider to resources to develop their approach.