

Shaw Healthcare Limited

Warmere Court

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

Warmere Court is situated in West Sussex and is one of a group of homes owned by Shaw Healthcare Limited. It is a residential 'care home' providing care and support for up to 40 people, some of whom are living with dementia, older age or frailty. Some people living at Warmere court required nursing care. At the time of the inspection there were 19 people living in the care home.

We observed the following good practice.

The home was open to essential visitors only with the exception of relatives who were visiting people receiving end of life care. Safe practices were in place for the arrival of visitors, for example visitors were required to sanitise their hands, have their temperature taken, wear personal protective equipment (PPE) and complete a lateral flow test for Covid-19. There was clear guidance for visitors on what was required of them on arrival and leaving the service, and facilities available for the safe application and removal of PPE. People were supported by staff to stay in contact with their relatives. Tablet devices were available for phone or video calls and the service had a monthly magazine which updated people and their loved ones on what was happening in the service, and provided a space for relatives to ask questions or give feedback. The provider had a visiting policy in place to support visitors once the home re-opens and was working to create a safe space where visiting could take place.

Furniture throughout the home was spaced in accordance with social distancing guidance. People were observed in communal spaces sitting a safe distance apart and staff regularly supported people to wash and sanitise their hands. Staff were observed wearing correct PPE and had received training in how to safely put on and remove PPE. Staff told us they felt confident in their knowledge of how to use and dispose of PPE safely.

During the outbreak staff were cohorted to a specific area within the service. This meant they supported the same people each shift to reduce the risk of potential cross contamination throughout the home.

Symptomatic people and those that had received a positive test were isolated in single occupancy rooms and where possible grouped in one area of the home to reduce the potential spread of Covid-19.

Staff were aware of the impact isolation had on the wellbeing of people and had thought of creative ways to address this. One to one time with people was increased and activities were combined with care. Staff wellbeing was supported through regular supervision, and counselling had been offered to both people and staff following the outbreak.

The premises were clean and hygienic and there were daily cleaning schedules in place for rooms and communal spaces. We observed good practice, including the use of a carpet sweeper rather than a Hoover and enhanced cleaning schedules which contained 'extra cleaning' for high touch areas. Cleaning schedules are reviewed daily by team leaders to ensure that schedules have been met and any concerns are brought to their attention.

At the time of our inspection the home was closed to admissions as per the recommendation of Public

Health England following an outbreak of Covid-19. The provider had a policy which explained the process for safely admitting people to the service. Prior to admission people were required to have an assessment which included a Covid-19 support plan detailing the date and result of most recent Covid test, whether the person has received the first vaccine dose and when the next one is due. New arrivals would only be accepted with a negative Covid-19 test and then isolate for 14 days.

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

Warmere Court

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 9 February 2021 and was unannounced.

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.