

Barchester Healthcare Homes Limited

Wilsmere House

Inspection report

Wilsmere Drive
Harrow
HA3 6UB

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03 November 2020

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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

Wilsmere House is a care home that provides personal and nursing care for people, some of whom live with dementia and/or have a physical disability. It also provides specialist support for people who have experienced a brain injury. The service is registered to provide treatment, care and support for up to 94 people. There were 85 people using the service at the time of this inspection.

We found the following examples of good practice.

People using the service and staff had access to regular testing for Covid19. Any staff or people using the service who had tested positive were isolated in line with government guidance. Designated trained staff carried out the tests to ensure that people and staff were tested for Covid19 in a consistent safe way.

All staff had received training about Covid19, infection control, hand washing and in the use of personal protective equipment (PPE). Staff also received infection control competency checks. This has helped assure the provider that people were protected and safe as staff had a good understanding of infection prevention and control.

All visitors to the home were screened and risked assessed. They received a temperature check and had to answer a number of questions including whether they had any symptoms of Covid19 or had been in contact with anyone who had the infection. This risk assessment helped ensure that people and staff were protected. At the time of the inspection only people who received end of life care had visitors. This had been recently implemented due to the home being located in an area rated as high alert level for Covid19. Visiting protocols were kept under review and government guidance followed.

People and staff had risk assessments in place that identified their individual risks associated with Covid-19 and included protective measures to keep them safe.

The care home had supported people to keep in contact with family and friends. This contact had included socially distanced visits in the garden and via phone and video calls. Religious services had been live streamed via electronic devices.

The home had ensured that they always had a suitable supply of PPE including face masks, disposable gloves and aprons. When supplies of disposable long sleeved gowns and respirator face masks had been difficult to obtain, management staff had worked hard by contacting a range of commissioning local authorities to successfully obtain them. This helped to minimise the risk of spread of infection and ensure that people received care and treatment safely.

During the pandemic management staff ensured they kept up to date with all relevant guidance to do with the pandemic. The provider's senior managers kept in constant contact with the home and systems ensured that updates were promptly communicated to the home. This and regular communication from

management with their staff, local authorities, hospitals and other care homes helped the home to share good infection prevention and control practice and improve people's care during the pandemic.

To reduce the risk of infection transmission, staff did not work across different units and enhanced cleaning schedules were in place. These included regular cleaning of frequently touched areas such as handrails, light switches and door handles.

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 was following safe infection prevention and control procedures to keep people safe.

Details are in our safe findings below.

Inspected but not rated

Wilsmere House

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 3 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.