

Coast Care Homes Ltd

# The Whitebeach

## Inspection report

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18 January 2021

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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

The Whitebeach care home provides accommodation and support for up to 39 older people some of whom live with dementia. At the time of the inspection there were 29 people living at the home.

We found the following examples of good practice.

There had been an outbreak of covid-19 at the home and people had been supported to isolate in their bedrooms. At the time of our inspection the home had finished its isolation period but had not yet opened to visitors.

The registered manager told us that some residents were not able to fully understand the need for isolation but they were supported by staff. One to one support was provided, with time spent reassuring people and explaining the need for having to remain in their bedrooms. Loved ones were able to support their relatives using iPads to video call.

The service was regularly deep cleaned and items such as plastic toilet seats were regularly replaced. External training had been provided to all staff and specialist training had been provided to the cleaning staff and night staff who also had daily cleaning responsibilities. Following isolation, the service slowly opened its communal areas whilst maintaining social distancing. For example, just four people could use the dining area at any one time.

The service had zoned areas during the outbreak and staff and residents remained in their particular part of the building. Staff had separate entrances to help facilitate this. Visitors to the service passed through a closed reception area where they had temperatures taken and were required to don full personal protective equipment (PPE). There were PPE stations throughout the service.

Staff were wearing PPE in line with government guidelines. There were two main PPE storerooms and staff had been given zip-up bags to carry a daily supply. Pedal bins were in place throughout the service to dispose of used PPE safely.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Inspected but not rated.

**Inspected but not rated**

# The Whitebeach

## **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 18 January 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.