

The White House Nursing Home Limited

The White House Nursing

Home Limited

Inspection report

274 Malden Road
New Malden
Surrey
KT3 6AR

Tel: 02089490747
Website: www.thewhitehousenursinghome.com

Date of inspection visit:
20 August 2020

Date of publication:
28 September 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The White House Nursing Home Limited is a 'care home' providing accommodation and nursing or personal care. The service can accommodate up to 30 people in one adapted building and specialises in supporting older people living with dementia and/or with end of life care needs. There were 29 people living there when we inspected.

We found the following examples of good practice

- No visitors were being admitted to the home. The provider had built a 'visiting marquee' to the rear of the premises. A large perspex screen had been installed allowing people to see and talk to their visitors whilst remaining protected from infection. Visitors were provided with Personal Protective Equipment (PPE) as required.
- People who tested positive for COVID-19 or showing symptoms were provided with one to one staff to support their needs, including their meals and social support such as activities. Dedicated moving and handling equipment and PPE was provided for their use.
- Digital care planning allowed relatives and other representatives to access their daily records in 'real time' through a secure internet gateway. This provided instant reassurance and updates as to the persons health status, appetite and daily activities.
- Staff received training from multiple sources to make sure of their good practice in infection prevention and control. Staff were also supported to access a number of resources to support their own mental health and wellbeing.
- Proactive and decisive management planning had enabled the service to prevent an outbreak of infection and safely protect the people using the service. PPE was in good supply throughout the lockdown period with the service being able to help out other local services who were running short. The home had locked down early with a strong emphasis on containment and communication. This approach was continuing to build future resilience for the Autumn / Winter months ahead.

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.

Inspected but not rated

The White House Nursing Home Limited

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 20 August 2020 and was announced. The service was invited to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.