

Neil Tucker

Welcome Home

Inspection report

Cliff View Gardens
Warden Bay
Sheerness
Kent
ME12 4NH

Tel: 01795510884

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16 December 2020

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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

Welcome Home is registered with CQC to provide two services: A residential care home and a community based domiciliary care agency which delivers personal care to people in their own homes.

The care home provides accommodation, care and support to up to five adults with a learning disability. Four people were living in the service at the time of our inspection. People had complex care needs, including learning disabilities, autism and physical health needs such as epilepsy and diabetes. People had limited verbal communication so were unable to speak directly to us.

We found the following examples of good practice.

The service was generally clean and the domestic cleaner carried out deep cleaning in communal areas.

Staff supported people well to socially distance and isolate in their rooms by spending more one to one time providing activities.

The service had enough personal protective equipment (PPE) to meet current and future demand. Staff were using PPE correctly and in line with current guidance.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively. We found evidence that the provider needs to make improvement and took enforcement action against the provider and registered manager.

Further information is in the detailed findings below, including the regulatory action we have taken.

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

Welcome 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 16 December 2020 and was unannounced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were not assured that the provider was promoting safety through the layout and hygiene practices of the premises. The laundry room was in a poor state of repair and cleanliness. Cracked and chipped concrete flooring was clearly visible with minimal pieces of washable flooring in place. Cupboards were falling apart and areas of bare wood creating an infection control hazard. No handwashing facilities were available for staff to wash hands after touching dirty washing.
- We were not assured that the provider was making sure infection outbreaks can be effectively prevented or managed. A planned cleaning schedule was not in place for staff to clean high touch areas regularly throughout the day and night, such as lights switches and door handles. Discarding of infectious waste was not managed safely. Although the appropriate waste bags were in use, open topped bins were used to house them which created an infection hazard.
- We were not assured that the provider was using personal protective equipment (PPE) effectively and safely. Staff were not using consistent practice when putting on and taking off their PPE. Although the provider had plenty PPE available, where this was kept to ensure safe use when providing individual care had not been carefully planned.
- 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 accessing testing for people using the service and staff.
- 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.

The failure to establish and operate effective infection control procedures was a breach of Regulation 12 (Safe care and treatment) of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This section is primarily information for the provider

Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment Registered persons had failed to establish and operate effective infection control procedures Regulation 12 (1) (2)

The enforcement action we took:

We served the provider and registered manager a notice to comply with Regulation 12 by 31 December 2020.