

Coast Care Homes Ltd

The Whitebeach

Inspection report

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Date of inspection visit:
10 March 2022

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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 residential 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 35 people living at the home.

We found the following examples of good practice. Environmental audits carried out in response to the pandemic highlighted areas for improvement which were then acted on. These included converting bathrooms to wet rooms and replacing flooring on a slope that had become worn and slippery. Agency staff were used but were only deployed at this service. Robust welfare support was offered to staff who needed additional support during the pandemic, this included counselling support.

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

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.

We received information of concern about infection prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 10 March 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- The provider had complied with visiting guidelines throughout the pandemic and at the time of the inspection all visitors were required to demonstrate a negative COVID-19 test. Tests were available at the service for visitors to take prior to being admitted if required. Some people regularly went out of the service for trips and visits and they were all required to re-test on their return. A large garden area was used for visiting during milder weather.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.