

Greensleeves Homes Trust

Whitegates Retirement Home

Inspection report

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01 March 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

Whitegates Retirement Home is a care home providing support and accommodation to up to 24 older people. At the time of our inspection, 23 people were living at the home.

We found the following examples of good practice.

The registered manager had a clear visitor policy in place and clear infection prevention and control plans in place for when visits could resume. This included visitors receiving COVID-19 tests prior to entry, having their temperatures taken and the purchase of a hand washing station for the visitor area. Visitors were kept up to date with changes in visiting policies through emails and newsletters. Visits for people at end of life were supported throughout the pandemic and staff ensured that relatives were taken on a route through the home that was closest to the person's bedroom.

Staff were wearing personal protective equipment (PPE) in line with government guidance. Staff had received training in how to safely put on and take off PPE as well as infection prevention and control (IPC) training. The registered manager had ensured that the home had plenty of PPE available.

The home was clean and hygienic. Cleaning schedules had been adapted to include the cleaning of frequently touched surfaces. Chairs in the lounge had been changed for ones that could be easily cleaned and were arranged to support social distancing of people living at the home.

The registered manager had clear plans for how to keep people safe in the event of an outbreak. This included thorough cleaning schedules and a protocol for supporting people in their bedrooms.

Staff had focused on activities for people throughout the pandemic and had tried to keep people as engaged as possible. There was a designated activity worker that arranged and led a wide range of activities throughout the week. Some people also participated in virtual activities. The home had a social media page on which they posted pictures of their activities for relatives to see. Several small groups had been started such as a poetry group and scrabble group.

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

Whitegates Retirement 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 1 March 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.

People and staff did not have individual risk assessments to assess for factors that may increase the risk from COVID-19. The registered manager told us that these would be put into place immediately following the inspection.

We have also signposted the provider to resources to develop their approach.