

Westgate House Limited

Westgate House

Inspection report

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23 November 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

About the service

Westgate House is a care home that is registered to provide accommodation, nursing and personal care for up to 44 older people including people living with dementia. At the time of inspection 37 people were using the service.

We found the following examples of good practice.

- Safe arrangements were in place for professional visitors to the service. These included temperature checks, hand sanitisation and wearing a mask. Arrangements were in place to manage family visitors in to the service when it became safe to do so. People were supported to keep in touch with friends and relatives by telephone and video calls.
- There was a supply of personal protective equipment (PPE) including masks, gloves, aprons and hand sanitiser available. PPE stations were located around the corridors and nearby all of the rooms where people were isolating.
- All staff, including temporary staff had been trained in current infection prevention and control (IPC) guidance and in the use of personal protective equipment (PPE). There were designated areas for putting on and taking off PPE and handwashing facilities were easily accessible to people and staff. We observed staff followed current guidance and practice throughout our visit.
- A regular programme of testing for COVID-19 was in place for staff and people who lived in the service.
- Enhanced cleaning schedules including regular cleaning of frequent touch areas such as handrails and door handles were in place. This reduced the risk of cross infection. We observed the environment was clean and hygienic. Communal spaces were used creatively to ensure people could continue to interact with each other and staff in a safe way.
- Regular IPC audits were undertaken to ensure staff complied with current guidance and practice. Any concerns picked up through these checks were acted upon.
- The infection prevention and control policy was up to date. People and staff had risk assessments in place to identify their individual risks associated with COVID-19. This meant protective measures could be put in place to keep people and staff safe.
- People were admitted to the service safely following government guidance. This kept everyone safe and reduced the risk of infection spread.

Further information is in the detailed findings below.

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

Westgate House

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 23 November 2020 and was unannounced.

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.