

The Whitgift Foundation

Wilhelmina House

Inspection report

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Date of inspection visit:
11 March 2021

Date of publication:
07 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Wilhelmina House is a residential care home providing personal care for up to 26 people. At the time of our inspection there were 15 people living in the home.

We found the following examples of good practice:-

The provider followed best practice guidance to prevent visitors to the home spreading COVID-19 infection. Staff supported people to keep in regular contact with relatives and loved ones through regular phone and video calls. Visitors did not enter the home to meet their relatives, they entered a conservatory area through the garden. This meant visitors did not come into contact with other residents or staff. All visitors were asked COVID-19 screening questions on arrival and had their temperature checked. A COVID-19 lateral flow test was carried out on visitors who were not on the national testing programme as part of keeping people safe.

To ensure people's well-being the provider continued to provide socially distanced activities such as chair exercises and arts and crafts, led by the activities officer.

The provider followed best practice in relation to new admissions to the home. People were admitted only with a negative COVID-19 test and were isolated for 14 days to reduce the risk of transmission of the virus, with ongoing testing.

The home had an area for staff to don and doff (put on and take off) personal protective equipment (PPE). Our observations during the inspection confirmed staff were adhering to PPE and social distancing guidance.

The provider had carried out risk assessments on all staff and people using the service to ensure they were taking all necessary steps to keep individual safe.

The provider trained staff and people using the service in relation to COVID-19, infection control and safe use of PPE.

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

Wilhelmina 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 the COVID-19 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 11 March 2021 and was announced.

Is the service safe?

Our findings

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 making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider's infection prevention and control policy was up to date.