

# Barchester Healthcare Homes Limited

# Newlands

## Inspection report

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27 April 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

Newlands is a residential and nursing home providing accommodation for up to 50 older adults and people living with dementia. There were 40 people in residence when we inspected.

We found the following examples of good practice.

The provider had good procedures for preventing visitors from catching or spreading infection. End of life visits had taken place so that a family member could sit with their relative. New visiting arrangements were in place, both in the home and within a special visiting 'pod'. We met visitors who were happy to take a test, have their temperature taken and to fill in a declaration about Covid-19.

The staff could support people to access Face time or Skype to contact families and friends. Families could talk with staff by phone. Consultations with health care professionals were done virtually and some professionals had visited. Suitable activities and entertainments were on offer and people we met were settled in the home.

The staff team had supported people to isolate during the outbreak of Covid-19 and, where possible, people had understood the reasons for isolation. People had now recovered from the virus. New admission only happened once the person had a negative test for Covid-19. People who had recently been admitted were being barrier nursed and staying in isolation. Good arrangements were in place so that people kept a safe distance in shared areas. People living with dementia were guided and supported to socially distance as much as possible.

The staff and the people who lived in the home had been tested routinely. Those who had a negative test continued to be tested. Staff and service users had all received the Covid -19 vaccine. Most of the staff and all of the service users had received a second vaccine.

The home was very clean and hygienic. The staff followed national and local guidance during the outbreak and rigorous systems were in place to ensure good levels of hygiene. There were cleaning schedules and other systems to ensure good infection prevention and control measures. Staff understood how to use and dispose of personal protective equipment.

We met with staff who were very positive about their work and told us the welfare of people in the home was very important to them. Staff had suitable levels of support from the provider and the registered manager. Arrangements had been put in place to ensure the staff could return to work safely. Staff told us they could access confidential counselling if they were experiencing difficulties and that their work during the pandemic had been positively acknowledged by the provider. Good risk management was in place for service users and staff from ethnic minorities or who had underlying issues that would reduce their risk of serious illness.

## 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**

# Newlands

## **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 27 April 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 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.