

Lunan House Limited

# Warmley House Care Home

## Inspection report

Tower Road North  
Warmley  
Bristol  
BS30 8XN

Tel: 01179674872  
Website: [www.fshc.co.uk](http://www.fshc.co.uk)

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10 February 2022

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Warmley House Care Home is a care home providing nursing and personal care for up to 58 older people. At the time of our inspection there were 29 people living at the home.

We found the following examples of good practice.

Relatives we spoke with told us, "I am more than happy with the home. I am not able to visit but I do phone every day. I have booked in my visits ready for when the isolation period ends". And "I have no concerns. I know they are safe. We keep in regular contact with the home".

There was a clear process for visitors, which included a temperature check and the wearing of PPE. They were required to take a lateral flow COVID-19 test with a negative result before entering. Visitors were required to sign in and they had to show a negative lateral flow test. The vaccination status was checked for health and social care professionals and contractors. This was in line with legislation that had come into effect in November 2021.

People were supported to see friends and family in accordance with government guidance. Some relatives were the named essential carer givers for their loved one. This meant they will still be able to visit during the outbreak at the home. In order to be an essential care giver, set procedures were followed. This included participating in regular testing for Covid. Where people were isolating or not able to receive visitors, phone calls and video calls were utilised to promote contact with family and friends.

The home was cleaned regularly, and this was monitored through audits and checks undertaken. There were staff on duty during our inspection, carrying out cleaning duties. We spoke with one of the domestic staff on duty. They were able to tell us about the cleaning routines that they followed. They carried out regular touch point cleaning of areas in the home. This included for example door handles and telephones.

Staff had received training about good practice for infection prevention and control, including how to don and doff personal protective equipment (PPE) safely. PPE stations were located throughout the home.

The home took part in regular testing for COVID-19. The manager told us all staff had been double vaccinated. Some staff had received booster vaccinations and others planned to have this when they were able to. The Covid passports of staff had been checked by the management team. The vaccination status of new staff was checked as part of the home's recruitment procedures.

The manager told us they had not experienced any workforce pressures during this outbreak. We were told the staff team picked up extra hours as overtime. Agency staff were also used to help cover vacant shifts. This was done safely through block booking and using the same staff that knew the home well.

## 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**

# Warmley House Care 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.

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 February 2022 and was announced.

# 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.

### Visiting in care homes

The provider was following guidance in relation to visiting at the home. At the time of the inspection the home was closed to visitors due to an outbreak of Covid. The manager told us that two relatives were essential care givers. This meant they were still able to visit during the outbreak. The home also facilitated end of life care visits when people were unwell.

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.