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Inspection report

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10 February 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

Westcliffe Manor is a care home registered to provide nursing care to up to 27 people. At the time of this inspection there were 19 people living at the home.

We found the following examples of good practice:

- Staff were wearing the required personal protective equipment (PPE). They were aware of the correct process for the donning and doffing of PPE and its safe disposal in accordance with the relevant national guidance.
- A testing programme was in place to frequently test staff and people living at the home.
- The environment was clean and hygienic. Cleaning schedules were in place and cleaning was carried out frequently throughout the day. Touch point cleaning was the responsibility of all staff.
- A comprehensive health and safety check of the premises, including infection prevention and control (IPC) arrangements was carried out twice a day along with periodic provider compliance visits.
- The home had built a visiting hub integrated with the dining room. Visitors accessed the hub from outside the building which meant they did not need to come into the home and the person they were visiting did not need to leave the home.

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

Westcliffe Manor

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 10 February 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.
- We were assured that the provider's infection prevention and control policy was up to date.