

Westwood (Derby) Ltd

Westwood

Inspection report

175 Station Road
Mickleover
Derby
Derbyshire
DE3 9FJ

Tel: 01332513888

Date of inspection visit:
09 February 2022

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07 March 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Westwood is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service accommodates up to 23 people in a large detached property. At the time of our inspection there were 17 people using the service. The service specialises in the care of older people and those living with dementia.

We found the following examples of good practice.

When people had tested positive to COVID-19, staff supported people to follow the most recent government guidance to isolate in their own rooms.

Staff had been trained in infection prevention and control, food hygiene and COVID-19. They had also been trained in hand washing and donning and doffing personal protective equipment. Staff who were more vulnerable to contracting COVID-19 had been supported through shielding and staff had requested the advice of a medical professional.

A regular programme of testing for COVID-19 was in place for staff and people who lived in the service. This meant swift action could be taken if anyone received a positive test result.

Cleaning took place throughout the day, when the domestic staff finished their shift, care staff continued to ensure that touch points were regularly sanitised. The manager recognised there was a shortage of allocated cleaning hours; they recently recruited a housekeeper to double the current staff hours for cleaning.

There was a robust infection prevention and control audit in place. Where there were areas for improvement identified, there was a clear audit trail and information on how this had been followed up.

People told us they were really well cared for and kept safe throughout the pandemic, one person asked if there could be an award for the staff and management.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Details are in our Safe findings below

Westwood

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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 9 February 2022 and was unannounced.

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.

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.

Professional visitors had a sign in sheet where it asked for lateral flow test result, temperature and vaccine status. Staff checked this on entry to the service.