

# North Yorkshire County Council

# North Yorkshire County Council - 5 Whitby Road

## Inspection report

5 Whitby Road  
Pickering  
North Yorkshire  
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Date of inspection visit:  
27 January 2022

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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

North Yorkshire County Council 5 Whitby Road is a care home providing personal care for up to 37 older people, some of whom are living with dementia. At the time of the inspection, 25 people lived at the service. There are two separate wings, one of the which specialises in providing care to people living with dementia.

We found the following examples of good practice.

Systems were in place and processes followed to help prevent people, staff and visitors from catching and spreading infection. Staff completed a comprehensive cleaning schedule to maintain cleanliness and reduce the risk of infection.

There was enough PPE such as aprons, gloves and masks. A range of additional checks were completed to screen people entering and leaving the service, minimising the risks from COVID-19.

People and their relatives were supported to keep in contact using a range of technology. Risk assessments were being updated to reflect latest visiting guidance. This helped to keep people safe when enjoying the company of their loved ones.

Staff and people were tested regularly for COVID-19. Evidence of completion of the required vaccinations was maintained for staff.

Staff had worked well as a team to help promote people's wellbeing throughout the pandemic.

A programme of refurbishment was supported with checks and audits to manage the home environment and promote good infection control practice. There was an infection prevention and control lead who had oversight to ensure all required guidance was implemented and followed.

Staff had access to an up-to-date IPC policy and had completed training in infection prevention and control. Staff understood and practiced the requirements associated with the use of PPE

## 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**

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## **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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 27 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# 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.
- The providers approach to visiting was in line with government guidance.

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.