

Westcliffe Homes Limited

# Westwood Residential Care Home

## Inspection report

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20 August 2020

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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

Westwood Residential Care Home is a residential home which provides accommodation and personal care for up to 20 older people. Accommodation is provided over three floors, with a lift providing access to all floors. At the time of the inspection, 16 people were living at the home.

We found the following examples of good practice:

Visitors were required to book an appointment, to ensure the number of people visiting the home at any one time was limited. Visitors were monitored for Covid 19 symptoms on arrival and were required to wash their hands on entry to the home. They were required to wear appropriate PPE and maintain social distancing during their visit.

Staff who would normally be reliant on public transport to get to and from the home, were supported by the provider to travel by taxi, to reduce the risk of contracting the virus and bringing it into the home.

People were supported to maintain contact with their friends and relatives through video calls, garden and door visits and increased phone calls. This helped to reduce feelings of social isolation.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service was following safe infection prevention and control procedures to keep people safe.

**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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic, we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 20 August 2020 and was announced. The service was invited to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

## 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 promoting safety through the layout and hygiene practices of the premises.