

Wren House Limited

Wren House Residence for the Retired & Elderly - Warminster

Inspection report

Wren House
32 Vicarage Street
Warminster
Wiltshire
BA12 8JF

Tel: 01985212578
Website: www.wrenhousewarminster.co.uk

Date of inspection visit:
27 January 2022

Date of publication:
14 February 2022

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Wren House Residence for the Retired & Elderly - Warminster is a residential care home providing accommodation and personal care for up to 14 older people in one adapted building. There were nine people using the service at the time of the inspection.

We found the following examples of good practice.

The positive impact visitors had on people's wellbeing was recognised, so clear focus was given to enabling relatives and friends to visit in a safe way. The service had introduced strict measures to prevent visitors from catching and spreading infections. Visitors were screened for symptoms of COVID-19 and were provided with personal protective equipment (PPE) to wear whilst in the home.

Additional cleaning measures had been introduced. All areas of the home were clean, and records demonstrated the additional cleaning that had been completed. To ensure maximum effectiveness, cleaning had become the responsibility of the whole staff team, not just housekeeping staff. All equipment, such as the blood pressure machine, was also wiped clean after each use.

The provider regularly updated their infection prevention and control policy to reflect the COVID-19 pandemic and additional measures that had been introduced. The written policy was readily accessible to staff and regularly discussed in meetings, handovers or informally in conversation.

Staff had received training on infection prevention and control measures and how to use PPE safely. The training was arranged regularly, and delivered in different formats to aid interest and understanding. PPE was available in people's rooms and at points throughout the home. Staff were seen using PPE effectively and there were posters around the home, reminding staff of how to put on and take their PPE off safely. Senior staff undertook regular checks and observations to ensure staff were working safely.

Regular testing for COVID-19 was being carried out for people using the service and staff. The tests were recorded and registered in line with current guidance. People also had their temperature and oxygen saturation levels taken daily. This was to identify any possible early signs of infection.

The provider had effective systems in place to check staff and professional visitors were vaccinated against COVID-19. All professional visitors had to show their vaccination status before being allowed into the home.

Management valued the staff team and recognised they had worked hard throughout the pandemic. Their appreciation was shown in various ways, which also helped morale. This included hiding golden tickets, which gave a prize if found.

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

Wren House Residence for the Retired & Elderly - Warminster

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 27 January 2022 and was announced. We gave the service three days' notice of the inspection. This was because the manager was not available on the day the inspection was originally planned.

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 facilitating visits for people living in the home in accordance with current guidance. Visiting was deemed integral to a person's wellbeing. The layout of the home assisted safe visiting, as many people had patio doors in their room which opened onto the garden. Direct access through the patio doors, minimised the amount of visitors walking around the home.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.