

Alpha Health Care Limited

Waters Edge Care Home

Inspection report

Stafford Road
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17 November 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

Waters Edge Care Home is a residential care home providing personal care to 54 people aged 65 and over, including those living with dementia, at the time of the inspection. The service can support up to 63 people.

We found the following examples of good practice.

- The provider had implemented a visiting policy during the pandemic. Visitors to the home were required to wear a fluid resistant mask and complete a Covid-19 health questionnaire prior to entry. Visitors were also required to undertake a temperature check.
- People could see their relatives, when restrictions allowed, in a visiting room with a glass partition which ensured social distancing. Visitors and residents could access the room via separate entrances and communicated with each other using a microphone and speaker system.
- People's emotional wellbeing was observed and where concerns were identified, measures were implemented to promote positive wellbeing. For example, one person was supported to move to a different room so they could safely access the garden without having to mobilise through a corridor where people had tested positive for Covid-19.
- PPE was worn by staff in line with current guidance. Donning and doffing rooms and staff changing facilities had been created to enable staff to change Personal Protective Equipment (PPE).
- Staff were well supported by the management and the Human Resources department provided welfare calls to promote their wellbeing.
- Staff risk assessments were undertaken and where staff members were assessed as high risk due to underlying health conditions, measures were put in place to mitigate risk to staff.

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

Waters Edge Care Home

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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 17th November 2020 and was unannounced.

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.