

Warmest Welcome Limited

# Westfield House Care Home

## Inspection report

Ripon Road  
Killinghall  
Harrogate  
North Yorkshire  
HG3 2AY

Tel: 01423506344

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29 October 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

### About the service

Westfield House care home is a nursing home providing nursing and personal care for up to 31 people in one adapted building. There were 23 people living in the home at the time of the inspection.

We found the following examples of good practice.

- Systems in place allowed for people to be admitted to the home safely.
- National guidance was followed on the use of personal protective equipment (PPE). There was clear signage on the correct use of PPE and handwashing techniques.
- A detailed risk assessment was in place for ensuring safe visits by all visitors, this included a booking system to allow for social distancing, visitor agreement form, health screening and use of PPE. Local restrictions on visiting were in place at the time of the inspection and alternative measures such as video calls were being used.
- The environment was very clean. Additional cleaning was taking place including of frequently touched surfaces.
- Staff handovers were completed electronically to prevent staff gathering.
- Staff had been consulted with about their specific risks or concerns. Each staff member had had a detailed risk assessment and health risk assessment.

Further information is in the detailed findings below.

## 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 were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Westfield House 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 the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 29 October 2020 and was announced.

## 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.