

# Whitmore Vale Housing Association Limited

# Westlands

## Inspection report

West Hill Road  
Woking  
Surrey  
GU22 7UL

Tel: 01483761067

Date of inspection visit:  
08 February 2022

Date of publication:  
17 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

Westlands is a residential care home providing accommodation and personal care for up to seven people with learning disabilities across two floors. At the time of the inspection, there were six people living at the service.

We found the following examples of good practice.

- People who used the service had access to the provider's own minibus which meant they were able to go out regularly for activities. People therefore did not need to use public transport or taxis which reduced the risk of exposure to COVID-19 whilst still allowing them to undertake some of their usual activities. On the day of the inspection, we observed people being supported by staff to go to the local restaurant using the minibus.
- Staff had put systems in place to book visitors in at a time that suited people and required visitors to be spaced out to reduce the risk of potential infection transmission. There were systems in place to check staff working in the service and other professionals had received their COVID-19 vaccinations before being deployed.
- The premises were clean and well-maintained. Staff had increased the frequency of cleaning the premises at the start of the pandemic. During a recent COVID-19 outbreak at the service, staff had liaised regularly with external healthcare professionals including the community infection prevention and control (IPC) lead nurse. One healthcare professional told us after delivering IPC training to staff at the service, "The staff were very knowledgeable at the teaching sessions and keen to interact. [Registered manager] will ask questions by both telephone or email if [they have] a query and is always very thankful of our support."
- Staff used personal protective equipment (PPE) in line with current government guidance to protect people from the risk of infection. The management team had ensured there was a sufficient supply of PPE available in the event of an outbreak. This included enhanced PPE, such as masks which provided the user with a higher level of protection and disposable overalls. There was PPE available throughout the premises along with appropriate waste disposal facilities. The registered manager had kept the Care Quality Commission updated when the service was affected by events in relation to COVID-19.

## 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**

# Westlands

## **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 8 February 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 personal protective equipment (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 provider's approach to visiting was in line with current government guidance on care home visiting. Visitors were required to undertake a rapid test for COVID-19 and return a negative result before entering. Visitors were required to wear PPE and to wash their hands in order to reduce the risk of infection to people who used the service and staff. PPE, including hand sanitiser was readily available throughout the service.

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.