

Barchester Healthcare Homes Limited

Westvale House

Inspection report

Old Hall Road
Great Sankey
Warrington
Cheshire
WA5 9PA

Tel: 01925571266
Website: www.barchester.com

Date of inspection visit:
22 January 2021

Date of publication:
04 March 2021

Ratings

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

Summary of findings

Overall summary

Westvale House is a care home registered to provide accommodation along with personal and nursing care for up to 61 people, in one purpose-built building. At the time of our inspection 52 people were living at the home.

We found the following examples of good practice.

We were assured the provider, management and staff at the home had taken appropriate action to help minimise the spread of any infection and help ensure people were safe during the COVID-19 pandemic.

Effective use was made of available COVID-19 testing for both people living at the home and staff members. Staff were also tested using rapid testing twice a week in addition to the weekly testing programme. This meant that most staff members were tested three times each week. Staff members were checked for symptoms at the start of each shift including the testing of their temperature. People living at the home were checked for the main symptoms of COVID-19, including their temperature, twice each day.

How the building was being used had changed to help prevent the spread of any infection. One conservatory area was being used as a testing zone for staff; staff could access the conservatory from outside to prevent the need to walk through the main building. There was also a separate designated staff entrance, which led to an area where staff could change and apply sanitiser gel and personal protective equipment (PPE) before coming into the main building. Staff were cohorted and assigned to work on one floor and each floor now had a separate staff room.

People coming to live at the home were supported to do so safely. This involved a period of supporting people to stay in their room and using additional PPE when interacting with them. Each person's room had en suite bathroom facilities which reduced the need for people to share facilities.

Senior staff ensured that there was always a good supply of PPE and hand gel at convenient locations throughout the home. All staff had received training in infection prevention and control (IPC). The home was kept clean by a housekeeping team who had received additional time and resources to help them keep the home as clean as possible. The laundry team ran a safe and effective service for people living at the home.

Visiting within the main building was restricted. There was a purpose built, heated visiting pod in the grounds of the building that people's friends and family could book for a socially distanced visit. Staff arranged for the visiting pod to be cleaned between each visit. Staff told us that this had been popular with visitors.

There was wi-fi and internet access available throughout the home and people had been supported to make video and phone calls to friends and family. When we visited people were having a socially distanced quiz in one of the lounge areas. Staff told us that they took as much time as possible to sit and chat and interact

with people.

People and staff had been supported to take part in the vaccination programme with staff working in partnership with medical professionals to ensure this went smoothly.

The service had been well-led during the period of the COVID-19 pandemic. A series of changes had been made to the way the service was provided to help protect people as much as possible. The provider had supported the registered manager with a series of additional support meetings, training, action plans, policy changes, risk assessments, audits and made sure extra support was available for staff. The registered manager made regular checks on the safety of the service provided for people.

Staff told us that they felt supported and said that they felt proud of how they had been able to support people during the COVID-19 pandemic. One staff member told us, "It's been very emotional, but we have made sure people are safe." Another staff member told us, "We have supported each other to remain positive, cheerful and upbeat. This really helps the residents."

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

Westvale House

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 looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 22 January 2021 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.