

Holly Care Limited

# Whitehaven Residential Care Home

## Inspection report

Whitehaven  
5 St Josephs Road  
Sheringham  
Norfolk  
NR26 8JA

Tel: 01263822706

Date of inspection visit:  
07 January 2022

Date of publication:  
20 January 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Whitehaven Residential Care Home provides residential care for up to 14 older people. At the time of this inspection there were 13 people living in the home. The home is a converted building set over two floors.

We found the following examples of good practice.

The home was visibly clean throughout, and free from clutter and malodour. Cleaning schedules had been adapted to ensure frequently touched points within the home were cleaned several times throughout the day.

The provider and staff kept up to date with Government guidance in relation to COVID-19. The provider had set up a group text where they would send staff the latest guidance. One member of staff told us the provider checked they read the guidance to embed this information into their practice.

Staff took an additional lateral flow device test if they had a weekend off. This was in addition to the three tests they were required to take during the week. This was an extra precaution in place to ensure staff minimised the risk of infection.

The service had never had a COVID-19 outbreak.

## 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**

# Whitehaven Residential 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 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 7 January 2022 and was announced. We gave the service two 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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 not meeting the requirement to check that non-exempt staff and visiting professionals were vaccinated against COVID-19.
- The provider did ask visiting healthcare professionals if they had been vaccinated against COVID-19, but did not ask to see evidence of this.

We have also signposted the provider to resources to develop their approach.