

Westcliff Lodge Limited

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Inspection report

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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

Westcliff Lodge is a residential care home that provides personal and nursing care for up to 22 older people, including people living with dementia. At the time of the inspection there were 15 people living at the service.

We found the following examples of good practice:

Arrangements were in place for relatives to visit their family member in accordance with government guidance. Suitable measures were in place to screen all visitors and this included completion of a questionnaire, temperature checks, the wearing of Personal Protective Equipment [PPE] and rapid flow testing to keep infection risks to a minimum.

People were admitted into the service safely. People's COVID-19 status was sought prior to admittance and people self-isolated in line with current government guidance.

Arrangements to assess current and emerging risks presented by the pandemic had been identified for staff and people using the service.

Appropriate infection prevention control practices were observed for staff, such as the wearing of masks, gloves, aprons and included good hygiene practices.

Most staff had received training on infection prevention and the correct use of PPE and specific training relating to COVID-19.

Cleaning schedules were in place and being followed. The environment was visibly clean and odour free.

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

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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 1 February 2022 and was unannounced.

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. The registered manager confirmed there were no workforce challenges. Where staffing shortfalls were identified, agency staff were not utilised as existing staff picked up additional shifts. This did not impact on service delivery or the quality of care provided.

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.

Visiting in Care Homes

- A booking system was in place to stagger visitors and visiting times to facilitate safe visiting. The registered manager was facilitating visits for people living in the home in accordance with current government 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 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.

