

Summerfield Medical Limited

# Whittington House Nursing Home

## Inspection report

58 Whittington Road  
Cheltenham  
Gloucestershire  
GL51 6BL

Tel: 01242259260

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14 December 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

Whittington House is a residential care home providing nursing and personal care to 66 people who are 65 years and over. Some people receive support to live with dementia. At the time of the inspection 42 people were receiving care and support.

We found the following examples of good practice.

People were supported to remain in contact with those who mattered to them. Staff kept people's representatives and relatives updated with relevant information; about people's health and changes taking place in the home.

Managers had followed advice given by infection control specialists on how to reduce the spread of COVID-19 infection in the home. The cohorting of people had been implemented following specialist advice. This meant the buildings layout was used to further segregate people who had tested positive to COVID-19, from those who had tested negative, but who had been potentially exposed to COVID-19.

People were supported to self-isolate in individual bedrooms, which had individual toilet and washing facilities attached. Staff were also cohorted and designated to work in specific areas of the home. These combined actions help to reduce potential spread of infection.

Staff had been supported to adhere to relevant training and guidance for the use of personal protective equipment (PPE). There were arrangements in place to monitor the wearing of PPE and use of hand sanitiser, as well as handwashing practices. The provider had ensured an adequate supply of PPE at all times.

Staff provided support to those people who needed additional help to understand why PPE was being worn. People who had wanted to also wear a face mask had been provided with these.

People had been safely admitted to the home following a negative COVID-19 test result and had been supported to self-isolate in their bedrooms for 14 days immediately following admission. People who lived with dementia were supported to self-isolate as far as was possible without causing them distress.

The service followed national guidance in relation to COVID -19 testing of people and staff. Testing was completed with people's consent and where additional support was needed to understand why regular testing was required, this was provided.

Staff in the home worked closely with external healthcare professionals to support people with COVID-19 symptoms. This ensured the person's care and treatment plan was reviewed daily. This meant people received medical and end of life support, quickly, to meet their needs.

The provider had organised additional cleaning support to ensure the home's environment was kept clean.

All staff had helped with additional cleaning tasks, when needed, to help prevent the spread of infection.

Arrangements were in place for the safe management of laundry, waste and delivery of people's food and refreshments.

Staffs' individual risks to COVID-19 had been assessed and staff had been supported to work safely or to shield where required.

The provider had in place appropriate policies and procedures and there were processes in place to ensure these were reviewed and updated as COVID-19 guidance altered. Alterations in policy and guidance were communicated to managers in the home who ensured staff were kept up to date with these.

Managers had communicated effectively and regularly with Public Health England and local health protection team specialist and had reviewed and revised their outbreak management plan accordingly.

## 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**

# Whittington House Nursing 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 14 December 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.