

WCS Care Group Limited

Westlands

Inspection report

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Date of inspection visit:
18 August 2020

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01 September 2020

Ratings

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

Overall summary

Westlands is a residential care home, providing personal care and accommodation for up to 41 older people, including people living with dementia. There were 38 people living at Westlands during our inspection.

We found the following examples of good practice.

- A risk assessment was completed when visitors arrived at the home. The assessment explained the expectation of visitors in line with current guidance.
- A Perspex screen was used during some visits to maintain social distancing. This had reduced people's levels of anxiety as they were able to see and talk to their relatives clearly.
- The management team were proactively preparing for a possible second wave of the pandemic. A room was being prepared to facilitate future visits inside the home.
- People had created signage which supported them understand the pandemic including the importance of effective handwashing.
- Wellbeing sessions had been held with staff. This included signposting staff to a confidential helpline for advice during the pandemic.
- The risks of staff using public transport had been explored to increase their safety. Staff had been provided with personal protective equipment to wear whilst travelling to and from work.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 18 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.