

Westmorland Healthcare Limited

Westmorland Court Nursing and Residential Home

Inspection report

High Knott Road
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Carnforth
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Date of inspection visit:
09 February 2022

Date of publication:
01 March 2022

Ratings

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

Summary of findings

Overall summary

About the service

Westmorland Court Nursing and Residential Home is a care home providing personal and/or nursing care for up to 48 people with a range of physical and mental health needs. At the time of the inspection there were 39 people living in the home.

The care home accommodates people across three floors, each of which has separate adapted facilities.

We found the following examples of good practice.

The provider had established systems to prevent visitors from spreading and catching infections. They had followed guidance on supporting safe visiting including a comprehensive questionnaire to ensure they were safe to visit. Visitors were also screened for symptoms and their contact details were recorded to support the NHS Test and Trace service.

Social media platforms were used to facilitate contact between people and their relatives where physical visiting was not possible. Where appropriate, people were supported by staff to use this technology and this included the use of handheld devices.

The provider had established some safe admission procedures for staff to follow. This included requiring new people to have a negative COVID-19 test before moving into the home, a further test during residency and to self-isolate in their bedrooms. However, processes needed to be improved when people were admitted who were not vaccinated.

During our visit we observed staff using Personal Protective Equipment, (PPE) safely. The provider had ensured sufficient stocks of appropriate PPE were available to protect people. However, the locations of some PPE stations and disposal bins needed to be improved to reduced the risk of transmission of infection.

People living in the home and the staff were tested regularly for COVID-19. The provider had also supported staff and people to receive COVID-19 vaccines and boosters.

The home was clean and hygienic. Comprehensive cleaning schedules were in place.

The provider had infection prevention and control policies and procedures. These needed to be improved to reflect processes the service was using and to reflect best practice.

The provider could adapt the layout of the building to support safe cohorting in the event of an 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

Westmorland Court Nursing and Residential 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. We also received information of potential concern about infection prevention. 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 9 February 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider 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 somewhat assured that the provider was admitting people safely to the service.
- We were somewhat 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 somewhat assured that the provider's infection prevention and control policy was up to date.
- The provider followed guidance and best practice around people visiting the home.

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.

During this inspection we were only somewhat assured around the service's admission of people who were not vaccinated. In these cases, there was no consideration towards use of additional protection measures such as increased testing.

We were somewhat assured with the service's use of PPE. This was because, in some circumstances, PPE stations and disposal bins were a distance away from the location staff needed them. This meant there was an increased risk of transmission of infection.

We were also only somewhat assured around the service's IPC policy being up to date. It did not reflect

some of the processes that were being implemented and, as a result, there could be a lack of clarity about the processes that were to be adopted.

Remedial action was taken by the provider around these issues shortly after the inspection. In addition, we have also signposted the provider to resources to develop their approach.