

Quality Care Homes Limited

# Whitelodge Care Home

## Inspection report

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05 November 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

Whitelodge Care Home is a care home that provides accommodation with personal care, for up to 21 people. At the time of this targeted responsive inspection 18 people were living at the home.

We found the following examples of good practice.

- The home had designated entrance with posters displayed which explained the safety procedures in place. Due to the COVID-19 outbreak the only visitors to the home were professionals. They were asked to adhere to the home's infection control procedures. On arrival visitors were asked to sign in and had their temperature checked. They were provided with personal protective equipment (PPE) that included gloves, aprons, facemasks and shoe protectors. They were then shown to the area of the home they were visiting.
- People had been supported to maintain contact with their loved ones, by email and phone calls, when they were unable to visit. Some people had written letters to family members with the help from staff.
- Daily activities continued to take place which had been organised by the staff team. The registered manager told us that during the summer entertainers performed outside in the garden area. We were told this was very much enjoyed by people. One to one activities were also provided for people.
- The home had a seated garden area which was used so family and friends could visit people. Visits were pre booked with social distancing measures adhered to. Visits had been temporarily halted until further notice due to the outbreak.
- The registered manager told us that no new admissions had been made to the home for many months. If people were admitted to the home, risk assessments were completed, and people were isolated for 14 days. Staff would be allocated to people on a one to one basis, to provide personal care and support.
- Some people in the home were living with dementia, and unable to understand the need for social distancing. Staff were aware of the need to mitigate the risks associated with people being in close contact with one another. Some chairs in lounge areas were removed to allow for social distancing. There were enhanced cleaning of surfaces and people were supported to wash and sanitise their hands regularly. Some people were being isolated in their rooms at the time of our inspection.
- The home took part in regular testing for COVID-19. Staff were tested weekly, and people who lived at the home were tested monthly.
- Whitelodge Care Home had policies and procedures in place. Staff had received infection control training and were kept up to date with any changes in guidance and information. Staff were given practical training on how PPE should be used. The registered manager planned to undertake spot checks on staff to check they were wearing PPE correctly during evenings and at night.

- The registered manager told us they were well supported by the local GP and the nurse practitioner, with weekly support visits and calls taking place.

## 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**

# Whitelodge 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 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 05 November 2020 and was announced.

# Is the service safe?

## Our findings

### 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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.