

# Warrington Community Living Heathside

## Inspection report

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Date of inspection visit:  
18 February 2021

Date of publication:  
01 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Heathside is a 'care home' providing accommodation and personal care for up to 40 older people, some of whom were living with dementia. At the time of the inspection 22 people were living at the home.

We found the following examples of good practice, but we have also signposted the provider to develop their approach.

During the inspection staff were observed wearing the correct PPE and complying with infection prevention and control (IPC) arrangements.

Staff received IPC training and were knowledgeable around the different IPC measures that needed to be complied with.

Staff 'spot checks' were conducted to ensure staff were fully compliant with the different IPC measures and processes that needed to be followed.

People and staff were all taking part in the routine COVID-19 testing regime. This enabled the provider to identify and manage any positive cases in a timely manner.

People were supported to maintain contact with their loved ones during the pandemic. Different measures were in place such as video calls as well as socially distanced on-site / garden visits.

The registered manager regularly conducted IPC audits and shared these with the local IPC team. Any actions or areas of improvement were followed up on.

COVID-19 updates, policies and procedures were effectively communicated with the staff team. There was also an up to date IPC policy and business continuity plan in place.

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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Heathside

## **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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of The Care Quality Commission's (CQC) response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection prevention and control measures the provider has in place.

This inspection took place on 18 February 2021 and was announced.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. However, not all visitors were requested to complete a COVID-19 screening questionnaire before entering the service. The registered manager agreed that all visitors would be requested to complete the screening questionnaire before entering the service.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. However, we could not be always be assured that non-contact forehead thermometers were sanitized after each use. Measures were put in place to ensure this area of IPC was complied with.
- 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 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.