

Kent County Council

Westbrook House Integrated Care Centre

Inspection report

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20 October 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

Westbrook House Integrated Care Centre is a residential care home providing accommodation and personal care for older people and people living with dementia. The service can support up to 60 people. At the time of the inspection not all the accommodation was being used. There were 12 people living in the service downstairs. There were two people living in the proposed designated care setting. One unit upstairs was being used for continuing healthcare.

We found the following examples of good practice.

- ☐ Bedrooms in the designated care setting had ensuite bathrooms.
- ☐ The designated care setting was uncluttered and clean. The area had its own equipment and a kitchenette for preparing snacks and drinks.
- ☐ The designated care setting had its own outside space and communal areas were large enough to support social distancing.
- ☐ There were cleaning schedules in place with daily and weekly check sheets and monthly auditing by the cleaning supervisor.
- ☐ The designated care setting was clearly identified, the unit was not physically separate from the rest of the home but the doors in between were closed. Arrangements for entry and exit were safe. Staff breaks were managed to support social distancing.

We were assured of the provider's safe management of infection, prevention and control. However, the service was not suitable for the purposes of a Designated Setting because there were still service users living in the proposed area, plans had not been agreed to confirm a designated staff team and building works to reconfigure the space had not started.

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 not assured that this service met good infection prevention and control guidelines as a designated care setting at this inspection.

Inspected but not rated

Westbrook House Integrated Care Centre

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 review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 20 October 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 have also signposted the provider to guidance to develop their approach.