

Krystlegate Limited

Whitebirch Lodge

Inspection report

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Kent
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Date of inspection visit:
23 February 2022

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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

Whitebirch Lodge is a residential care home providing personal care to 16 people aged 65 and over at the time of the inspection. Whitebirch Lodge is a care home set in two large residential houses which are connected. The service can support up to 19 people.

We found the following examples of good practice.

The provider ensured all people and staff were following government guidance in relation to Covid-19 testing.

Staff followed government guidance in relation to wearing of personal protective equipment (PPE) such as masks, gloves and aprons. There were several locations where staff were able to safely dispose of their used PPE and apply new PPE.

Staff ensured all visitors entering the home followed their Covid-19 policy, including testing prior to entering the home, and wearing PPE during the visit.

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

Whitebirch Lodge

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. 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 23 February 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they 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 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.

Visiting in care homes

- People received regular visits from their loved ones. People and their relatives chose where they met; some people liked to meet in the visiting pod the provider had installed, other people liked their visitors to see them in their rooms. Visitors understood the visiting processes to follow including the use of PPE and testing prior to entering 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.