

Mrs Nadia Walsh

Whyke Lodge

Inspection report

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10 March 2021

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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

Whyke Lodge is a residential care home which is registered to provide personal care for up to 23 people living with dementia. At the time of our inspection, 18 people were living at the home. Whyke Lodge is a converted residence offering rooms arranged over two floors.

We found the following examples of good practice:

People were well supported by staff to have telephone and internet contact with their family and friends. The service facilitated in-person visits in a manner which minimised the risk of infection spread, such as garden and window visits. An internal visitor's pod had been created for people to meet. This was accessed directly from outside, minimising the risk of infection spread. Speaker systems had been installed to ensure conversations could be clearly heard.

The service ensured that any risks of visitors entering the home were minimised. Visitors were asked a series of screening questions, had their temperature checked on arrival and were subject to rapid lateral flow testing. Personal protective equipment (PPE) including face masks and aprons were provided for visitors before entering the home.

Staff had received training on how to keep people safe during the COVID-19 pandemic and people were regularly tested for COVID-19. The building was clean and free from clutter.

The environment had been adapted to encourage social distancing. Communal areas were arranged to enable enough space between people.

Plans were in place to isolate people if required, to minimise the risk of COVID-19 transmission, such as people returning following a hospital admission. One to one care and support arrangements were provided to those people required to isolate within their rooms.

Additional cleaning of all areas and monthly auditing of infection prevention processes were carried out. The service had good supplies of PPE which were readily available at stations throughout the service.

Effective welfare review processes were in place to monitor and support staff. Where required staff were signposted to well-being and mental health support organisations.

Managers spoke positively about the commitment and dedication staff had shown in supporting people's emotional and social wellbeing during the pandemic.

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

Whyke 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 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 control and prevention measures the provider has in place.

This inspection took place on 10 March 2021 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 personal protective equipment 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.