

Belong Limited

# Belong Warrington Care Village

## Inspection report

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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

Belong Warrington Care Village is a care home and independent living apartments; within one purpose-built building. CQC regulates the care home and this report relates to the care home. Within the care home there are six communities called 'households', each household is designed to accommodate 12 people and in many ways each household is independent.

The care home is registered to provide accommodation along with personal and nursing care for up to 72 people. At the time of our inspection 71 people were living at the home.

We found the following examples of good practice.

We were assured the provider, management and staff at the home had taken appropriate and effective action to help minimise the spread of infection and help ensure people were safe during the COVID-19 pandemic.

The design of the home meant that cohorting of people and staff was easily facilitated as it was built into the design of the home. This helped to prevent the spread of any infection. The home was made up of six 'households' that mostly operated independently. Each household had a lounge area set out in the style of a traditional living room, a dining area, kitchen and private outdoor space.

Each household had their own staff team. Only in exceptional circumstances did care staff move between households. There was a separate staff entrance for each household with an area for staff to prepare before entering the household. The use of communal areas within the building had been changed to help keep people safe. The bistro area was being used to facilitate socially distanced visits and the home had a one-way system with a dedicated entrance and exit which helped prevent staff and visitors coming close to each other.

The service made effective use of available COVID-19 testing for both people living at the home and staff members. Staff members were checked for symptoms at the start of each shift including the testing of their temperature. One staff member undertook the testing role to help reduce cross contamination. The home made some use of agency staff. However, these only worked in Belong Warrington Care Village and participated in the same regime of testing and checks as other staff members.

People living at the home and staff had been supported to take part in the vaccination programme. Staff worked in partnership with medical professionals to ensure this went smoothly and ensured a vaccine was made available to everybody.

The home was clean and very well maintained. Each floor of two households had a housekeeper who was supplied with appropriate equipment to keep the home clean. There was an innovative laundry system that ensured that it was almost impossible for cross contamination of dirty and clean laundry. There were two

laundry assistants one assigned to work with dirty and one with clean laundry.

The service had been well-led during the period of the COVID-19 pandemic. Clear, detailed and accurate records regarding COVID-19 and the support offered to people and staff members were kept. These enabled leaders and senior staff to monitor, assess and have oversight of people's wellbeing and the support they were providing to help keep people, staff and others safe.

Staff made appropriate use of personal protective equipment (PPE). They had received training and followed best practice when putting on, removing and disposing of PPE. The provider has ensured that the service had always had good supplies of PPE available for staff.

There had been effective communication and partnership working with local infection control teams and health professionals. The service had kept up to date with current best practice guidance and staff had participated in ongoing training update webinars from the infection control team.

Senior staff had ensured that people's friends and relatives were kept in regular communication about the steps being taken within the home to care for people during the COVID-19 pandemic. Many different types of technology were being used to help people communicate with loved ones. The provider had held their annual awards ceremony online. One senior staff member told us that this enabled them to include more people at the home along with their friends and relatives.

Additional checks on people's wellbeing had been put into place. These included regular checks for any symptoms people may experience. For example, regular checks on people's breathing, oxygen levels, skin and temperature. These were recorded and medical professionals alerted if there were any concerns.

People continued to be supported with their emotional and social wellbeing during the pandemic. Each household participated in activities and celebrate special occasions within their social bubble. People's ongoing health continued to be explored and promoted. For example; during the pandemic there was a workshop to help staff support people with appetising and healthy food. Also, a gym instructor who was employed at the Village visited each household weekly and supported people who wanted with individualised exercise plans for building up strength and exercising for mental wellbeing.

Staff told us that they felt they had been really well supported. One said, "It has been really difficult. But we have had great support, and everything has been in place for us to care for people well."

## 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**

# Belong Warrington Care Village

## **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 3 February 2021 and was unannounced.

# 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 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.