

Caretech Community Services (No.2) Limited Westbrook House

Inspection report

Cupid Green Lane
Hemel Hempstead
Hertfordshire
HP2 7GH

Tel: 01442264965

Date of inspection visit:
04 February 2021

Date of publication:
14 April 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Westbrook House provides accommodation for up to eight people with learning and physical disabilities. At the time of the inspection there were five people living at the home.

We found the following examples of good practice.

Staff followed national guidance when using Personal Protective Equipment (PPE).

People's relatives were not allowed to visit due to the pandemic, but staff supported people to maintain meaningful contact.

People had risk assessments in place to help staff support them safely in case of an outbreak, and their health was regularly monitored for symptoms of COVID-19.

People were supported by a consistent staff team allocated to work with individuals to minimise the risk of transmission.

Staff received training to enable them to instigate infection control measures to minimise the spread of infection.

Staff had a good understanding of when and how to access local infection prevention and control resources and seek support.

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

Westbrook House

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 04 February 2021 and was unannounced.

Is the service safe?

Our findings

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

- We were assured that the provider prevented 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's infection prevention and control policy was up to date.

We recommended that the provider reviews current best practice guidance to ensure regular and effective cleaning is carried out and resources are in place to ensure staff can maintain a high standard of cleanliness. We further recommended that the provider reviews best practice to ensure their laundry procedures minimise the risks of cross contamination. We have signposted the manager to resources to develop their approach.