

Croftwood Care UK Limited

# Westhaven Care Home

## Inspection report

10 Lighthouse Road  
Hoylake  
Wirral  
Merseyside  
CH47 2EB

Tel: 02084227365

Website: [www.minstercaregroup.co.uk](http://www.minstercaregroup.co.uk)

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26 January 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

Westhaven Care Home is registered to provide accommodation and personal care for up to 52 people. At the time of the inspection, there were 42 people living in the home.

We found the following examples of good practice.

The provider and registered manager had implemented appropriate procedures within the service to help minimise the spread of infection and help maintain people's safety during the COVID-19 pandemic.

Infection prevention and control (IPC) guidance and visiting protocols were shared with people, so everybody was aware of guidance and the procedures in place when visiting. A thermal imaging camera recorded people's temperatures when entering the building, and highlighted if people were not wearing face masks.

Staff had received IPC training, including the correct use of personal protective equipment (PPE) and we saw this in use. Regular cleaning schedules had been developed and were adhered to by a team of housekeeping staff and care staff. Staff changed into their uniforms when they arrived at the home, to help prevent the spread of infection.

Staff followed shielding and social distancing rules and encouraged people to maintain social distancing where able to. The communal areas, such as lounges, dining rooms and staff break areas, had been adapted to enable social distancing. Risks to people and staff had been assessed and appropriate measures taken to reduce risks. People had their temperature and oxygen saturation levels monitored twice daily so relevant support and treatment could be provided quickly.

Staff and people living in the home underwent regular COVID-19 testing and timely actions were taken if anybody tested positive, to help prevent further spread.

A visiting room had been developed to enable safe, socially distanced visiting with plastic screens and a separate entrance. When people were unable to visit, staff supported people to maintain contact with their family members using telephone calls, iPad's and portals for video calls. Relatives meetings were also held via zoom to enable relatives to remain updated and engaged.

Safe procedures were in place for admitting people into the service in line with current guidance.

We were assured this service were following safe infection prevention and control measures to keep people safe.

## 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**

# Westhaven Care Home

## **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 26 January 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 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.