

Ferrolake Limited

Westport Care Home

Inspection report

14-26 Westport Street
Stepney
London
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Date of inspection visit:
25 March 2021

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20 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

Westport Care Home is a residential care home providing personal care to people aged 65 and over. The service can support up to 41 people. At the time of our inspection there were 38 people living in the home.

Westport Care Home accommodates people in one building across four floors, with each person having their own bedroom and en-suite bathroom. There were shared communal living and dining areas between the ground and first floor and the second and third floor. There was a main kitchen and garden, along with a basement area which accommodated a visiting 'pod'. This could be accessed externally so visitors did not need to enter the home.

We found the following examples of good practice.

- There were detailed guidelines in place for visitors upon entry, with temperatures taken and a health questionnaire to be completed. There was also a requirement to take a lateral flow device (LFD) COVID-19 test before entering the home. Personal protective equipment (PPE) was available for visitors with guidelines to follow on how to put on and dispose of the PPE, with hand sanitiser available in the reception and basement areas.
- The provider had been proactive and had created a 'visiting pod' in the basement area, in line with current government guidelines. This was managed via an appointment booking system for set times and limited numbers of visitors at one time, to avoid potential infection transmission with other visitors. People were also supported with in-person visits in the home along with being supported to stay in touch with their friends and relatives via phone and video calls.
- Easy read guidance and documentation was made available to help explain to people about the COVID-19 pandemic and the need for staff to wear PPE. This helped to reduce any anxieties caused by this and helped staff to communicate more effectively. The provider had also worked closely with health and social care professionals and had advice and guidance to help staff support people who were living with dementia and walked with purpose and how they could manage and reduce any related infection risks.
- The provider was conscious of the impact of the pandemic on staff wellbeing and provided staff access to a confidential employee assistance helpline, including counselling support if needed. This was available 24/7 and posters were displayed within the staff room to remind them about the further support that was available if needed. There were also posters displayed with advice and tips for staff to help manage their physical and mental wellbeing.
- Staff were positive about the support they had received, especially during challenging periods throughout the pandemic. Staff praised the work environment and dedicated attitude of their colleagues. Comments included, "We are like a family here, everybody has stuck together and we have never felt like we have been alone" and "We have had the training, get lots of support and always have enough PPE. The management team have always been available if we have ever needed anything."

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

Westport 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 25 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 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.