

Toqeer Aslam

Welcome House - Leeza Court

Inspection report

9 London Road
Rainham
Gillingham
Kent
ME8 7RG

Tel: 01634377667

Website: www.welcomehouse.co.uk

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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

Welcome House - Leeza Court is registered to provide accommodation and personal care for up to 16 people with mental health needs who do not require nursing care. Accommodation is provided in one adapted building. At the time of this inspection, there were 15 people living in the home.

We found the following examples of good practice.

Visiting arrangements followed government guidance. Visitors would phone to arrange a time and were asked to complete a Covid-19 test before entering the service. The service had adapted a room to allow for visitors and this was subject to additional cleaning measures.

Plans were in place to isolate people with Covid-19 to reduce the risk of transmission. The service had supplies of personal protective equipment (PPE) throughout the service that staff could access quickly.

Staff had received training in infection control to keep people safe. Staff completed regular testing for Covid-19 as per government guidance. The building was cleaned regularly.

Staff supported people to participate in activities in a safe way throughout 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

Welcome House - Leeza Court

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

We undertook this inspection at the same time as CQC inspected a range of urgent and emergency care services in Kent and Medway. To understand the experience of social care providers and people who use social care services, we asked a range of questions in relation to accessing urgent and emergency care. The responses we received have been used to inform and support system wide feedback.

This inspection took place on 15 February 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.

Visiting in care homes

- The provider was allowing visitors to the care home in-line with current government guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.