

Mr & Mrs Y Charalambous

Westcott House Nursing Home

Inspection report

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15 April 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

Westcott House Nursing Home is a care home. The service provides accommodation, nursing and personal care for up to 60 older people, some who may also be living with dementia. On the day of our inspection 55 people were living at the service.

We found the following examples of good practice.

Staff were seen wearing their personal protective equipment (PPE) correctly and relatives informed us they were provided with PPE when visiting the service and always saw staff wearing theirs. A dedicated visiting area had been established with a staff member available to carry out visitors' lateral flow tests, provide PPE and clean between visits. There was a one-way system operating so visitors did not have to enter the premises or pass anyone when leaving at the end of their visit.

Staff told us they felt very supported and there was good teamwork. This had enabled them to maintain good infection control systems. Housekeeping staff were given additional tasks to help reduce the risk of the spread of infection. We saw the service looked clean and hygienic and there were numerous sanitising and PPE stations located around the premises.

When people tested positive for COVID-19 they were isolated in one part of the service. The registered manager cared for these people herself and told us, "I was here from seven in the morning until seven at night caring for them and it was so rewarding to see people getting better."

The registered manager followed the national guidance on testing both people and staff. Staff confirmed they were tested regularly. This included ensuring Best Interests decisions were made for people who lacked capacity. The registered manager was proud to tell she, the staff and people living at the service had received both of their vaccinations.

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

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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 15 April 2021 and was announced.

Is the service safe?

Our findings

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.