

Larchwood Care Homes (North) Limited

Whitby House

Inspection report

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Whitby
Ellesmere Port
Cheshire
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Tel: 01513571007

Date of inspection visit:
09 February 2021

Date of publication:
19 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Whitby House Care Centre is a purpose-built facility that offers a range of personalised care packages. It is registered to provide accommodation and personal care to up to 36 people. At the time of this inspection there were 30 people living at the home. Some of the rooms had been adapted for different use in the COVID19 pandemic, for example, staff testing station and staff changing room.

We found the following examples of good practice.

- The service had procedures and protocols in place which ensured people were safely admitted into the service and relatives could visit safely in accordance with national guidance. A visiting pod had been installed for use when guidance and legislation allows.
- People and their relatives were supported to understand the isolation processes and how the service could help to alleviate them feeling lonely, such as video calls with friends and loved ones and dedicated support time from their assigned staff member and activities coordinator.
- Staff were supported in isolation/sickness absence by the provider. Staff support and wellbeing was considered and enhanced during the pandemic.
- Personal protective equipment (PPE) was widely available and used correctly and there was an extensive testing program in place for staff, residents and relatives.
- The home was clean and hygienic throughout. Areas in the home had been redesigned to enable good social distancing.
- Staff were trained in infection prevention and control (IPC) and had frequent refresher training and guidance in COVID-19 guidelines. They had good links with the local community trust IPC team for guidance and support.
- There was an IPC policy and procedures in place, supported by local and national guidance specific to the pandemic
- Regular meetings took place remotely or through a cascade system to minimise staff contact. Staff were responsible, did not socialise and were very cautious of their behaviour outside of work, in order to minimise risks to colleagues and people.
- The registered manager was proud that they and the staff had kept people living at the home as safe as possible 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

Whitby 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 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 9 February 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.