

Consensus Support Services Limited

Whiteheather

Inspection report

Clacton Road
Weeley
Essex
CO16 9DN

Tel: 01255830502
Website: www.consensussupport.com

Date of inspection visit:
08 April 2021

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29 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

Whiteheather is a residential care home for up to 5 people with learning and physical disabilities and mental health needs. At the time of our inspection there were four people living at the service.

We found the following examples of good practice.

- The manager was following the government's guidance on whole home testing for people and staff. This included using rapid testing, and weekly testing for staff and monthly testing for people who used the service.
- Staff had received training on working during the pandemic in relation to COVID 19 and had received training in the correct use of personal protective equipment (PPE).
- Some communal areas in the service had been changed to encourage people to socially distance but this was difficult due to the layout and the service being small.
- Appropriate use of guidance and signage in the service helped prompt staff and people to minimise the risk of spreading infection.
- Infection prevention control practices had been implemented such as a good supply of PPE and hand sanitisers. Comprehensive audits of cleaning were completed by staff and overseen by the manager.
- People's well-being was looked after by staff who knew them well. Staff continued to engage in individual activities of people's own choice.

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

Whiteheather

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 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 8 April 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.

We have also signposted the provider to resources to develop their approach.