

TWH Residential Home Limited

# The Whitehouse Residential Home

## Inspection report

Rivelin Dams  
Manchester Road  
Sheffield  
South Yorkshire  
S6 6GH

Tel: 01142301780

Date of inspection visit:  
10 June 2021

Date of publication:  
18 June 2021

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

The Whitehouse Residential Home is a care home that can accommodate up to 33 people that require accommodation and personal care. The home comprises of two buildings, one of which supports people living with dementia. At the time of our inspection there were 16 people using the service.

We found the following examples of good practice.

The premises were clean. Staff followed cleaning schedules to ensure all areas of the home were regularly cleaned. Additional cleaning of high use areas had been implemented. Suitable cleaning products were used to control the spread of infection.

Staff had received training about how to keep people safe from the risk of infection and how to use personal protective equipment (PPE) correctly. The provider ensured there was enough PPE available for staff at all times. We observed staff using PPE appropriately.

Tests for COVID-19 were being carried out in line with government guidance, for both staff and people living in the home.

The home had a suitable system in place to support relatives and friends to visit people living in the home during the COVID-19 pandemic. Government guidance was being followed and the home had supported visits to recommence safely within the home. Visits were pre-booked to ensure they were staggered and the number of visitors in the home was manageable at all times. Visitors were required to complete a COVID-19 test prior to entering the home and wear PPE during their visit.

The provider had implemented suitable policies and procedures in respect of infection prevention and control. The registered manager regularly checked staff were following the provider's policies and best practice guidance.

There were clear procedures in place to help ensure staff knew what action to take if they or a person living in the home displayed symptoms of COVID-19 or received a positive test result.

## 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**

# The Whitehouse Residential 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 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 10 June 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 the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.