

Belong Limited

Belong Wigan Care Village

Inspection report

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Wigan
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16 February 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

Belong Care Village Wigan is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. It is purpose built and provides care and accommodation for up to 67 people in six households, five with eleven single bedrooms and one with an adjacent small suite to accommodate a person with a greater degree of independence.

People with a wide range of needs are supported, from residential care to nursing. Nursing care was provided by registered nurses, but each household had a mix of needs. The village is set on three levels with two households on each. All bedrooms provide single accommodation and have en-suite facilities. At the time of the inspection there were four vacancies at the service.

We found the following examples of good practice.

Information for visitors was clearly communicated. Any visitors to the service were screened for symptoms of COVID-19 on arrival. Alternative arrangements, such as video calls, were in place to help people maintain contact with their loved ones. All visits were individually assessed, and person-centred visit plans were in place.

Each household could be isolated from the others if necessary. When people were isolated in their own rooms there was a poster on their door to alert staff to this, with clear instructions around the use of personal protective equipment (PPE).

The service ensured people had been tested for COVID-19 prior to being admitted. They were then isolated for 14 days, as per current guidance, and observed for any symptoms. The service was participating in whole home testing and staff had a good understanding of symptoms of COVID-19.

Clear signage on donning and doffing PPE and handwashing was visible around the home. Staff were observed to use PPE appropriately.

There were domestic staff employed who had cleaning schedules to complete. This included frequency of cleaning high touch areas, such as light switches, keyboards and door handles. Records of cleaning showed compliance with the schedules.

Rooms were designated for specific activities and were subject to regular enhanced cleaning in between use. Laundry was managed safely in a designated room.

Staff in high risk groups had been risk assessed. All staff worked in only one unit and did not work in other services.

The service demonstrated a good understanding of when and how to access local resources.

Further information is in the detailed findings below.

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

Belong Wigan Care Village

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

The inspection took place on 16 February 2021 and was announced.

Is the service safe?

Our findings

- 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.