

Waterloo House Care Home Ltd

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Inspection report

36 Waterloo Road
Bedford
Bedfordshire
MK40 3PQ

Tel: 01234351608

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18 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

Waterloo House is a four storey 'care home' providing accommodation and personal care. It is registered to provide a service for up to 24 people. The service was supporting 22 people at the time of the visit.

We found the following examples of good practice.

- A process was in place to support safe visiting to the home. This included booking in advance the use of a designated room which contained a Perspex screen. Visitors were required to complete a health questionnaire, lateral flow test and have their temperature taken. Personal protective equipment (PPE) including a face mask, gloves and apron were provided to all visitors to wear during visits.
- A designated area of the home had been identified for staff to change into uniform and put on and take off their PPE at the start and end of each shift. Staff were observed wearing PPE including, face masks, gloves and aprons and disposing of used items safely in clinical waste bins.
- Internal training had been provided to all staff including how to wear, put on and take off PPE safely. In addition, staff had completed training to enhance their knowledge of COVID-19 and safe practice. The registered manager completed checks to monitor staff practice at work.
- The home was visibly clean with no mal odour. Housekeepers and care staff supported with maintaining hygiene and cleanliness at the home and completed cleaning schedules to reflect this.

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 18 February 2021 and was announced. The inspection was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks. We also asked the provider to send us infection prevention and control policies and audit findings.

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