

Miss Lucy Craig

West Farm Care Centre

Inspection report

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Date of inspection visit:
27 November 2020

Date of publication:
07 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

West Farm Care Centre is a residential care home providing personal care and accommodation for up to 50 older people, some of whom were living with a dementia. At the time of the inspection there were 33 people using the service.

We found the following examples of good practice.

- The service had access to regular testing for staff and people using the service. Staff knew what to do should they suspect someone had Covid to reduce the risk of spreading the infection.
- The home was clean and odour free. Extra housekeeping staff had been employed to ensure additional cleaning was completed during the pandemic.
- Staff had received appropriate training in infection prevention control. Staff were observed wearing the required PPE and were able to explain the process of correctly putting on and taking off their PPE.
- Additional staffing was available to support people who were unwell to maintain their health. One to one activities were being provided to reduce the risk of social isolation. People were supported to maintain contact with their loved ones.
- Quality assurance audits were completed to ensure safe infection control practices were being followed and to identify any improvements. Staff spoke positively about the support they had received from the registered manager and provider during the pandemic.

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?

We were assured the service were following safe infection prevention and control procedures to ensure people received safe care and treatment.

Inspected but not rated

West Farm Care Centre

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 27 November 2020 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.