

SSL Healthcare Ltd

# The White House Care Home

## Inspection report

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28 January 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

The White House Care Home is a residential care home providing care to 20 older people at the time of the inspection. The home can accommodate and support up to 29 people in one adapted building, across two floors. People had different health and care needs and some were living with dementia.

We found the following examples of good practice.

At the time of the inspection the home was allowing essential visits only, for example health professionals or a relative of a person receiving end of life care. Alternatives such as video calls were arranged for families who could not visit. A visiting pod had been specially built to ensure families could visit safely once they were allowed to do so.

Visitors were required to complete a health questionnaire before entering the home. Temperature checks were completed on arrival and PPE (personal protective equipment) was available for all visitors. Lateral flow testing was also done prior to visits taking place. In addition to the main entrance, alternative entrances were also in use to ensure visitors took the shortest route through the home.

There was a plentiful supply of PPE and a number of PPE stations around the home. Clinical waste bins were in place for the safe disposal of used PPE. Staff had received training in the appropriate use of PPE and infection prevention and control training. The registered manager had worked closely with the infection control nurse from the local CCG to ensure safe practices were followed.

The home was very clean and tidy. Furniture in communal areas had been arranged to maximise social distancing. Enhanced cleaning schedules were in place. These included regular cleaning of touch areas such as handrails and door handles to reduce the risk of cross infection. Suitable arrangements were also in place to manage contaminated laundry.

The registered manager had identified the impact of isolation on people living at the home and how much they were missing contact with other people in the home. A great deal of thought had gone into ways to reduce social isolation as much as possible. Activities took place in the main lounge area in a socially distanced safe way. Computer tablets and mobile phones were being used to stream these activities and allow people to join virtually. This use of technology had even allowed people to have a socially distanced Christmas party. Digital church services had also been arranged.

There was a detailed infection prevention and control policy in place and regular checks were completed.

## 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 White House Care 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 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 28 January 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.