

P & C Residential Services Limited

# Westwinds Residential Home

## Inspection report

North Side  
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Workington  
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Date of inspection visit:  
24 February 2021

Date of publication:  
18 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Westwinds provides accommodation for up to 14 older adults. There were eight people in residence when we inspected.

The provider had good procedures for preventing visitors from catching or spreading infection. The service was in recovery from a Covid -19 outbreak and, in line with guidance, all but essential visiting had been suspended.

Prior to the outbreak the provider had set up a visiting area, where people and their visitors could safely communicate. Visitors had their temperatures taken and were provided with personal protective equipment (PPE). People sent letters, used FaceTime and video conferencing to speak with their families, friends and with health care professionals, where appropriate.

All staff and people in the home had received a vaccination just before the Covid-19 outbreak. No one had refused the vaccine.

The staff team had supported people to isolate during the outbreak of Covid-19 and people had understood the reasons for isolating. Everyone in the home had recovered from the virus and no longer needed to isolate. Good arrangements were in place so that people kept a safe distance in lounges and in the dining room.

The provider had safe procedures when they were ready to admit people to the home. This would include negative Covid-19 test results before admission and isolation in bedrooms after moving to the home.

The staff and the people who lived in the home had been tested routinely. Testing had continued where staff and people did not have the virus. The provider tested staff weekly and people had tests every 28 days. The provider had started to give staff a flow test at the start of their shift so that they could be assured that staff were not bringing the virus into the home. Any staff showing symptoms or showing positive after a flow test went home and had further testing.

The home was clean and hygienic. Rigorous systems were in place to ensure good levels of hygiene. There were cleaning schedules in place and other systems to ensure good infection prevention and control measures. The provider used sealed bag systems for infected products that helped reduce cross infection. Staff understood how to use and dispose of personal protective equipment.

Arrangements had been put in place to ensure the staff could return to work safely. This is a small home with an established team who supported each other. One of the directors of the company had worked in the home during the outbreak to support the registered manager and the team. Staff welfare was given a high priority.

## 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**

# Westwinds 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 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 24 February 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 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.