

Croftwood Care UK Limited

Westhaven Care Home

Inspection report

10 Lighthouse Road
Hoylake
Wirral
Merseyside
CH47 2EB

Tel: 02084227365
Website: www.minstercaregroup.co.uk

Date of inspection visit:
26 May 2022

Date of publication:
27 June 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Westhaven Care Home is registered to provide accommodation and personal care for up to 52 people. At the time of the inspection, there were 46 people living in the home.

We found the following examples of good practice.

At the time of our inspection the home was recovering from an outbreak of Covid-19. Staff were supporting people to remain safe, however, due to people's dementia and memory loss it was not always possible to ensure people remained socially distanced. The registered manager and staff had made some changes to seating arrangements in the communal areas to support this.

The home had designated housekeeping staff to maintain appropriate levels of cleanliness. This included regular and deep cleaning of bedrooms, communal areas, bathrooms and toilets. All staff ensured regular disinfection of frequently touched surfaces of the home for example door handles and keypad entry systems. Any new admissions to the home were tested prior to admission and the registered manager followed government guidance.

Current guidance was being followed in relation to infection prevention and control. Personal Protective equipment (PPE) stations were located around the home and staff were wearing PPE appropriately. Visiting was in line with government guidance, people entering the home had their temperatures taken and PPE was provided. The manager had a programme in place to ensure people and staff were tested regularly. This was alongside twice daily temperature testing for everyone and observing people for any signs or symptoms of Covid-19.

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

Westhaven 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 26 May 2022 and was announced. We gave the service three hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.

Visiting in care homes

- The providers approach to visiting was in line with government guidance. They were continuing to encourage family members to use regular COVID-19 testing before visiting.