

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

The Whiteley Homes Trust

| Location / Core Service address | Date |
|---|------------|
| Whiteley Village Octagon Road Whiteley Village, Walton On Thames KT12 4EH | 24/06/2020 |

Dear The Whiteley Homes Trust

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

Assessment Area 1

Safe care and treatment

1.1 Had risks related to infection prevention and control, including in relation to COVID-19, been assessed and managed?

Yes There were systems to assess and respond to risks regarding infection prevention and control, including those associated with COVID-19.

1.2 Were there sufficient quantities of the right equipment to help the provider manage the impact of COVID-19?

Yes Essential equipment, such as personal protective equipment, was available in sufficient quantities to help you manage the impact of COVID-19.

1.3 Was the environment suitable to containing an outbreak?

Yes You had taken steps to ensure the environment was as effective as possible in containing an outbreak of COVID-19.

1.4 Were systems clear and accessible to staff, service users and any visitors to the service?

Yes Systems to ensure the environment were conducive to containing an outbreak of COVID-19 were clear and accessible to people using the service.

1.5 Were medicines managed effectively?

Yes Service users' medicines were effectively managed, despite the increased pressures associated with COVID-19.

1.6 Had risk management systems been able to support the assessment of both existing and COVID-19 related risks?

Yes Systems enabled the continued management of known risks, as well as enabling the provider to respond to new and emerging risks, including those posed by COVID-19.

Assessment Area 2

Staffing arrangements

2.1 Were there enough suitable staff to provide safe care and treatment in a dignified and respectful way during the Covid-19 pandemic?

Yes There were enough suitably skilled staff to provide people with safe care in a respectful and dignified way during the Covid-19 pandemic.

2.2 Were there realistic and workable plans for managing staffing levels if the pandemic leads to shortfalls and emergencies?

Yes There were realistic and workable contingency plans for staffing shortfalls and emergencies during the COVID-19 pandemic.

Assessment Area 3

Protection from abuse

3.1 Were people using the service being protected from abuse, neglect and discrimination?

Yes People were being safeguarded from abuse, harassment and discrimination.

3.2 Had the provider been able to properly manage any safeguarding incidents or concerns during the pandemic?

Yes Action had been taken to properly respond to incidents, alerts or potential safeguarding incidents at the service.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Had the provider been able to take action to protect the health, safety and wellbeing of staff?

Yes Staff health, safety and wellbeing were protected despite the increased pressures associated with COVID-19.

4.2 Had the provider been able to implement effective systems to monitor and react to the overall quality and safety of care

Yes There were effective systems to monitor the overall quality and safety of care being provided at the service during the COVID19 pandemic.

4.3 Is the provider able to support staff to raise concerns during the pandemic?

Yes Staff were able to raise concerns and were supported to speak up during the pandemic.

4.4 Had care and treatment provided to people been sufficiently recorded during the Covid-19 pandemic?

Yes Care and treatment provided to people is being sufficiently recorded during the Covid-19 pandemic.

4.5 Had the provider been able to work effectively with system partners when care and treatment is commissioned, shared or transferred?

Yes Working arrangements and information sharing with system partners during the Covid-19 pandemic are effective.

Overall summary

From our discussion and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic.

- Staff cover

The home had sufficient trained staff available to provide people's care safely. Staffing levels were not affected by staff absence due to illness or self-isolation.

- Infection control products

The cost of PPE rose significantly but staff had access to appropriate PPE at all times.

- Infection prevention and control practice

Staff attended additional training in infection prevention and control provided by the CCG. Infection control champions have been appointed in each element of the service. Champions receive training for their roles and monitor standards of infection prevention and control.

- Testing for COVID-19

There were challenges to accessing testing in the early stages of the pandemic. Testing for residents and staff is now available. Two residents were confirmed positive for COVID-19 in March 2020, both of whom happily recovered.

- Non-COVID-19 care and treatment

The service has experienced no disruption to medicines supplies.

Where safeguarding concerns had been raised, these had been investigated and responded to appropriately.

The service has been able to maintain effective communication about people's needs with healthcare professionals. Staff have supported people to access medical advice when needed through video consultations.

Staff have supported people to maintain contact with their families through the use of technologies such as Facebook Portal.

Staff have spent time with people on a one-to-one basis to prevent social isolation and two wellbeing co-ordinators have recently been appointed.

People receiving end-of-life care were able to receive visitors. The provider put appropriate measures in place to enable this to happen safely.

- Staff support and training

Staff training and development has been able to continue.

The management team has considered the well-being of staff. Staff support through supervision has continued and the management team ensured staff were kept up-to-date with changes in guidance. Staff have been encouraged to discuss how they are feeling and signposted to sources of well-being support.

- Management of the service

The provider implemented measures to reduce risk at an early stage of the pandemic. The business continuity plan was reviewed to ensure it continued to reflect current guidance.

Quality monitoring checks and audits have continued during the pandemic. The provider's compliance manager carries out regular quality and compliance checks and clinical risks are reviewed by the clinical lead.

The provider accessed sources of support including the local authority and CCG, the National Care Forum and Surrey Care Association.