

Carisbrooke Healthcare Ltd

The Woodlands Care Home

Inspection report

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11 February 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 Woodlands Care Home is a residential care home that provides personal and nursing care for up to 40 people. At the time of our inspection 38 people were using the service.

We found the following examples of good practice.

There was a restriction on visiting the service at the time of the inspection. There were procedures in place for visitors to the service, including healthcare professionals and relatives to reduce and prevent the spread of infection.

The provider ensured people-maintained contact with relatives by staff supporting them with video calls and telephone calls. The operations manager told us the service accommodated end of life visits and had a visiting pod (a specific area to accommodate safe visits) for other family and friends visits. The service had reviewed current guidance for accepting visitors.

There was a clear regular programme for staff and people living in the home to be tested for COVID-19. This meant swift action could be taken if or when positive tests were received. The provider had robust monitoring systems in place for when people required a retest. The service was participating in the vaccine roll out and a number of staff and people had received their first dose of the vaccine.

Staff followed procedures for donning and doffing personal protective equipment (PPE) and how to dispose of it safely, in line with government guidelines. All staff wore appropriate PPE, which was in good supply. The provider was working with Public Health England and local infection control teams to ensure they had appropriate safety measures in place.

A robust contingency plan was in place and used, for when positive testing or isolation for staff or people arose. Agency staff were used to cover shortfalls in nursing staff, due to staff testing positive for COVID-19.

Handover meetings were completed in line with safe distancing guidelines. Limited number of senior staff attended the meeting and they then cascaded information to other staff.

There was a generic risk assessment in place that included people and staff in high risk groups. The operations manager gave an example of vulnerability for people and the staff team. They had noted the risk but had not recorded it for relevant individuals. The operations manager told us they would address this immediately. They assured us that adjustments if required to staff working practices would be put in place as and when required to keep them safe. Staff who were identified as being at increased risk were shielding at this time.

People using the service who had tested positive had isolated in their own rooms when appropriate. Arrangements were in place to reduce the spread of infection.

The home was very clean and tidy. Housekeeping staff told us they had increased the cleaning regime since the start of the pandemic. Cleaning schedules had been under review and incorporated new ways of working. For example, more regular cleaning of frequently touched parts of the care home. Staff confirmed they had recorded when touch points or increased cleaning had been completed. Deep cleaning had taken place in all communal areas and people's individual bedrooms, but this had not always been recorded. We found gaps on the cleaning schedule record. The providers IPC audits had identified these issues and they were in the process of addressing this. The operations manager told us they were implementing a more robust monitoring process to ensure the cleaning schedules were accurate and concise.

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 Woodlands 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 (IPC) 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 11 February 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.