

Woking Homes

# Woking Homes

## Inspection report

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25 March 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

Woking Homes is a residential care home for people with various health and physical support needs, some of whom live with dementia. Up to 51 people are provided with accommodation and personal care in the home which is a spacious bungalow style setting with some shared communal areas. There were 36 people living in the home at the time of the inspection.

We found the following examples of good practice.

People were supported to host visitors in a COVID-19 secure way. There was a dedicated visiting room with a separate entry which was deep cleaned after each visit. The registered manager implemented robust measures such as use of PPE, rapid COVID-19 testing or use of screens where necessary to protect people and visitors from the spread of the infection. Where people's circumstances required additional measures to be put in place, staff completed individual visiting risk assessments to allow essential visiting, for example where people received care at the end stages of their lives.

The service environment and staffing were continuously reviewed by the management to ensure everyone's safety in line with the COVID-19 national guidance. For example, staff worked exclusively in Woking Homes and staff facilities were re-configured to enable more effective infection prevention and control (IPC). For example, additional staff facilities for putting on and taking off PPE, staggered breaks and socially distanced handovers were provided to staff.

There were adequate supplies of personal protective equipment (PPE) and testing kits available in the home. Staff confirmed they were provided with guidance and access to those throughout the pandemic. Staff had clear understanding on how to safely care for people in self-isolation and what to do should they recognise people had symptoms of COVID-19. Records confirmed the management team continuously monitored testing, vaccination status and availability of IPC resources.

Staff told us they felt supported by the management throughout the pandemic. Staff who needed to self-isolate or shield as per NHS guidance were supported to do so for the required periods of time. Staff received regular updates on changes in the COVID-19 national guidance and could access support around their wellbeing.

## 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**

# Woking Homes

## **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 the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 25 March 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 somewhat assured that the provider's infection prevention and control policy was up to date. The provider implemented all relevant and recent COVID-19 national guidance, however some areas of the guidance such as changes to the national COVID-19 testing program and the importance of good ventilation of the premises were not included in the latest version of the service policies and IPC risk assessments. There was also a need to update the IPC audit findings, although we saw evidence of good management oversight of the IPC practice. We discussed this with the management of the service who reviewed the policy records and refreshed the IPC audit.

We have also signposted the provider to resources to develop their approach.