

The Society of Friends

# Woodlands Quaker Care Home

## Inspection report

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02 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

Woodlands Quaker Care Home provides accommodation and personal care for up to 44 people, some of whom may be living with dementia. At the time of our inspection, 39 people were using the service.

We found the following examples of good practice.

- Although visits were restricted due to local guidance, people's individual wellbeing was considered and some visits went ahead by prior arrangement. Visiting procedures were in place and Personal Protective Equipment (PPE) was provided for visitors. A room had been set aside for visits with separate access and a Perspex screen to maintain social distancing and minimise the risk of spreading infection.
- People also kept in touch with family and friends using video calls, managed via a booking system. Relatives and friends were kept informed via a weekly newsletter, offered in both electronic and paper-based formats.
- Staff name badges had a discrete identifier which had been developed as an alert system in the event of an outbreak, to reduce the risk of exposure to staff belonging to higher risk groups.
- The registered manager and staff had worked closely with public health and infection control professionals to effectively manage two recent outbreaks. Working practices had been reviewed, additional PPE stations introduced and staff had received additional training to ensure PPE was used effectively to safeguard staff and people using the service.
- The environment was clean. Staff completed regular touch point cleaning and deep cleans to ensure the risk of cross transmission was reduced.
- Changes had been made to staff breaks to reduce mixing and ensure social distancing could be achieved.
- Staff felt supported by the provider and registered manager and had access to a confidential, online counselling platform, which could be tailored to their individual needs.
- The registered manager was in regular contact with the provider and had a good local support network, with regular visits from their GP Infection Prevention and Control (IPC) lead and advanced nurse practitioner. They also took part in regular online meetings hosted by the local authority, to share learning with other care home staff and ensure infection outbreaks were effectively prevented or managed.

## 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**

# Woodlands Quaker 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 the coronavirus 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 02 March 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.