

Barchester Healthcare Homes Limited

Woodside House

Inspection report

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26 January 2022

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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

Woodside House is a purpose-built home for up to 58 older people who require nursing, residential or dementia care. The home has a separate wing catering for the needs of those living with dementia. At the time of the inspection 47 people lived at Woodside House.

We found the following examples of good practice.

The people who used the service told us they felt safe with the infection prevention and control measures in place at the home and the relatives we spoke with agreed.

The home was observed to be visibly clean throughout and both the people who used the service, and their relatives, told us they had no concerns in relation to cleanliness and hygiene.

Staff were observed to be wearing personal protective equipment (PPE) as per government guidance and the people who used the service, and their relatives, told us they consistently saw staff wearing masks.

Procedures were in place to mitigate the risk of visitors catching and spreading infection. This included the need for a negative COVID-19 test prior to entry, the use of PPE, ill health symptom monitoring and hand washing facilities at the entrance to the home.

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

Woodside House

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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 January 2022 and was unannounced.

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. At the time of this inspection, the service was appropriately staffed with no concerns identified.

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. Whilst formal risk assessments were not in place as required by government guidance, through discussion with staff, we were assured risk factors had been considered and the risk dynamically assessed.
- 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. Whilst the risks to staff in relation to COVID-19 had been assessed with mitigating measures in place, formal and individual risk assessments had not been completed.

Visiting in care homes

- At the time of this inspection, the provider's policy on visiting was aligned to government guidance and relatives told us they had been well informed in relation to the changing visiting procedures.
- However, the provider had chosen previously not to align their visiting policy and procedures with government guidance meaning the procedures in place were more stringent than guidance indicated. The provider took this step to protect the physical health of people using the service, and their staff, but took an individual and flexible approach to visiting.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We have also signposted the provider to resources to develop their approach. This is around the need to formally risk assess admissions into the home and staff in relation to COVID-19. The registered manager acknowledged and accepted this and had taken steps to address it.