

Wyncroft Care Limited

# Wyncroft House

## Inspection report

16 Moss Grove  
Kingswinford  
West Midlands  
DY6 9HU

Tel: 01384291688

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03 February 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

Wyncroft House is a care home registered to provide personal and nursing care for up to 38 people living in a converted building. The home accommodates people living with a range of complex health care needs. At the time of our inspection there was 36 people living at the home.

We found the following examples of good practice.

The service was clean and effective systems were in place.

Personal Protective Equipment (PPE) stations where staff could sanitise their hands, don and doff the appropriate PPE were placed throughout the building in key areas. Staff wore gloves, masks, aprons and visors when supporting people who had tested positive for COVID-19 and were isolating.

Staff received additional Infection control training and PPE training remotely. The training materials were also sent to each staff member for reference should they need it.

There was a clear process in place to monitor vaccination status and testing for staff and people at the service.

The provider responded swiftly when people tested positive for COVID-19 and supported them to isolate immediately and ensure all areas of the home were sanitised and disinfected through a deep clean.

People were supported to maintain contact with families through visits. Staff supported people to make phone and video calls to maintain contact with family and friends between visits and when people were isolating after testing positive for COVID-19.

## 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**

# Wyncroft 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 03 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# 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

### 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.

### Visiting in care homes

- There was a clear visiting procedure which facilitated people having visits from friends and family in their rooms. Visitors completed Lateral Flow Tests (LFT) and had their temperatures taken. Visitors were provided with PPE in line with government guidance before their visit began.

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.