

Cornwall Care Limited

Woodland

Inspection report

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25 February 2021

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Woodland is part of Cornwall Care and is a care home which offers care and support for up to 38 predominantly older people. At the time of the inspection there were 24 people living at the service. Some of these people were living with dementia.

We found the following examples of good practice.

There had been an outbreak of Covid-19 at the service. During this time the registered manager had communicated with people, staff and families regularly to ensure everyone understood the measures put in place to help keep people safe.

All areas of the service were clean and clutter free. Effective cleaning routines had been put in place to ensure infection control risks were minimised and people were kept safe. There were supplies of anti-bacterial wipes around the service for staff to use to clean surfaces and bathrooms, after each use, in addition to the increased cleaning routines. There were posters around the service to prompt and remind staff about the infection control procedures in place.

Staff put on and took off their uniforms in a designated room, close to where they entered the building, and uniforms were laundered at the service. This helped to reduce the risk of infection because staff did not enter areas of the home, where people lived, until appropriate infection control measures were in place.

Staff had completed online infection prevention and control and Covid-19 training. Additional PPE had been provided for staff, such as visors, to use during the outbreak. The service had maintained good stocks of PPE and the registered manager worked with care and domestic staff teams to ensure infection prevention and control measures were followed.

The registered manager had been well supported by the organisation. At the start of the outbreak a large proportion of the staff team were unable to work. Senior management arranged for dedicated agency staff to cover shifts. Care staff from other Cornwall Care services were allocated to specifically work at this service, to reduce the risk of cross infection. Management and administration staff from across Cornwall Care were re-deployed to cover other roles such as housekeeping. Some staff were anxious about returning home to their families, while working during the outbreak, and accommodation was provided for them by means of a motorhome in the grounds of the service.

The design of the service had enabled staff to create zones, where people who were Covid positive were cared for in designated areas, to prevent the risk of the virus spreading to others. Some people found it difficult to maintain social distancing and the service had created areas where they could walk around without meeting other people.

The registered manager had worked closely with external healthcare professionals to enable people to have

access to the appropriate health care and equipment such as hospital beds and oxygen. There were daily calls with the GP where staff reported people's daily observation results, such as oxygen levels. This meant, for people who were unwell with Covid, the right care could be provided in a timely manner.

At the time of the inspection the service was closed to visitors. However, staff helped people to stay in touch with family and friends through phone and video calls. The registered manager was in discussion with people and their families about resuming visiting, from 8 March, in line with recent government guidance.

The provider had reviewed the infection control policy in response to the pandemic. Specific Covid-19 policies had also been developed to provide guidance for staff about how to respond to the pandemic and the outbreak. These policies were kept under continuous review as changes to government guidance was published.

Further information is in the detailed findings below.

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

Woodland

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 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 25 February 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.