

# Country Court Care Homes 2 Limited

# Woodlands House

## Inspection report

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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 House is a care home with nursing for up to 64 older people in Colliers Wood, London. There were 57 people living there when we inspected, many of whom were living with dementia.

We found the following examples of good practice:

The home was clean throughout. Cleaning schedules had been increased to ensure that specific areas identified as high risk of transmission of the virus, such as light switches and other touch points, were cleaned hourly. The home had added domestic shifts throughout each day to ensure there was enough staff to undertake the additional cleaning.

People who use the service who were required to isolate were supported by a consistent staff team. Staff working with people required to isolate also took into account their social needs and need for stimulating activities, and ensured they spent quality one-to-one time with each person. People were supported to maintain contact with their loved ones through video calls, window visits and additional lateral flow testing for visitors of people who were being cared for at the end of their life. Lateral flow tests for coronavirus return a result in 15 minutes and reduce the risk of a visitor bringing the virus into the home.

Staff and people who lived at the home participated in regular testing programmes and were required to isolate should they return a positive test. Care and domestic staff were assigned to work exclusively in one unit of the home to reduce the risk of transmission. The registered manager ensured staff break times were staggered to ensure staff could maintain adequate distance while taking their breaks. Some communal areas of the home had been transformed into staff break rooms to provide space for this to occur.

There was enough Personal Protective Equipment (PPE) available at the home and we observed care and domestic staff wearing it according to government guidance. Staff had undergone enhanced training in infection control and the home had appointed an infection control lead and two infection control champions within the staff team to promote appropriate infection control practices and support staff.

There was appropriate and clear signage throughout the home to remind staff and visitors to wear PPE and maintain distance, and to ensure that all staff, visitors and people who use the service were aware of people who were required to isolate. The home was well ventilated when we visited.

The registered manager told us they received good support from the provider organisation, the local authority and the CCG. The registered manager and provider organisation ensured that staff and people who lived at the home were provided with emotional and practical support to assist them through the ramifications of the coronavirus outbreak.

## 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 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 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 8 February 2021 and was announced. We phoned the home one hour before we planned to inspect to ensure the registered manager was available.

# 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 assured that the provider's infection prevention and control policy was up to date.