

# Millsted Care Ltd

# Woodcroft

## Inspection report

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Reigate  
Surrey  
RH2 7QT

Tel: 01737241821

Date of inspection visit:  
06 July 2022

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05 August 2022

## 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

Woodcroft is a residential care home providing personal care and accommodation to six people with learning disabilities.

We found some improvements were needed in relation to infection control practices at the service in relation to preventing visitors from catching and spreading infections. Although we were told visitors were asked for evidence of a negative lateral flow device (LFD) test on arrival and their temperature was taken, this did not happen when we arrived. In addition, we were given differing responses to how often staff should carry out LFDs each week. We were assured however, by senior management's response to this situation.

We found the following examples of good practice:

People who lived at the home were supported to access testing for COVID-19 and to have their COVID-19 vaccinations. If people contracted COVID-19, they were supported to self-isolate in their bedrooms if they were able to do so.

Family visits were planned to ensure there were never multiple visitors in the home simultaneously. If people living at the service had tested positive with COVID-19, visitors were asked to meet with their family member outside. When there were no cases of COVID-19 visitors could come into the service and spend time in communal areas or people's individual rooms.

Staff took part in a COVID-19 testing regime. Any staff who contracted COVID-19 did not return to work until they had completed an appropriate period of self-isolation.

The premises were clean and staff told us they were aware of the importance of cleaning all surfaces thoroughly. Staff had access to the personal protective equipment (PPE) they needed and had attended training in its use. There were various PPE stations throughout the building.

## 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**

# Woodcroft

## **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.

This inspection took place on 6 July 2022 and was unannounced.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. Despite the registered manager telling us visitors were asked for evidence of a negative lateral flow device (LFD) test on arrival and their temperature was taken, this did not happen when we arrived. In addition, the registered manager was unable to confidentially tell us how often staff were expected to carry out LFDs each week and how the results of these were checked. Staff said no guidance had been given to them and it was just expected that, "We do them at home" and, "No one asks for the results." We spoke with senior management at the time who assured they would take responsibility for rectifying this.
- 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 arrangements were in line with latest guidance. People were able to meet with their relatives in their rooms or communal areas.