

Mrs M Alcock and Miss J Hubbard

# Windmill Lodge

## Inspection report

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03 March 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

Windmill Lodge provides accommodation and care for six men with learning disabilities. At the time of the inspection, five people were living at Windmill Lodge.

We found the following examples of good practice.

- The provider had divided the staff group into 'teams'. This was so that if any staff member tested positive for COVID-19 their whole 'Team' would be stepped down until all clear.
- The service was engaged in the routine testing scheme, with all staff and people living at the service being tested regularly for COVID-19.
- The provider had developed policies and procedures in response to the COVID-19 pandemic. Management oversight and daily checks, alongside regular infection prevention and control audits were in place.
- At the time of our inspection, plans were in place to facilitate visits in accordance with government guidelines. However, the people living at Windmill Lodge did not historically have many visitors or contact with friends or relatives. The registered manager advised that, due to digital technology, some people were now experiencing more contact than previously.

## 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**

# Windmill Lodge

## **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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 03/03/2021 and was announced. The registered manager was not in the home at the time of this inspection, we spoke with them 05/03/2021 to provide feedback.

# 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. The provider had a clear policy to support external professionals to visit the home. However, staff did not act in accordance with the policy at this inspection.
- We were somewhat assured that the provider was meeting shielding and social distancing rules. The care home is a family home for six people, the provider had changed the layout of communal areas where possible to support social distancing. However, it was not physically possible to ensure the rules could be met all the time.
- We were assured that the provider was admitting people safely to the service.
- We were somewhat assured that the provider was using PPE effectively and safely. The provider had a clear understanding of how PPE should be used according to the guidelines. However, staff did not demonstrate an understanding of the guidelines.
- 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.

We have also signposted the provider to resources to develop their approach.