

# Woodleigh Christian Care Home Limited

## Baily House

### Inspection report

Botany Avenue  
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Date of inspection visit:  
27 August 2020

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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

Baily House is a 'care home' offering accommodation to a maximum of 66 people. There were 64 people living at the service on the day of our inspection. The accommodation comprises of three floors, each has communal areas for dining and relaxing. Bedrooms have ensembles.

We found the following examples of good practice.

- Measures were in place for visitors which included staff taking their temperature and face coverings provided.
- Visitors were able to book an appointment to see people using the outside space. Gazebos provided cover for people to sit and spend time together. Video calls had been used to keep people in touch with family if they could not visit. Activities had been altered to make them safer, such as a concert in the carpark and a summer fayre.
- Some staff had been supported to shield and had returned to work with supervision and planning and roles were reviewed to reduce the risks to staff.
- Where social distancing was difficult to achieve for people. Staff supported people with extra handwashing, hand sanitiser and re-directing people. People were supported to wear their own facemasks and isolate in their bedrooms if they wished. Picture books and posters had been used to explain the changes in relation to covid 19 and the new practices to people.
- Some people received appointments with external health professionals using Medic spot. Medic spot is a piece of technology which uses a camera, this allows doctors to examine a person without visiting the care home. This helps to reduce the number of people coming in to Baily House.
- Staff had received personal protective equipment (PPE) and training in handwashing and Infection prevention control. Staff had designated areas and guidance for putting on and taking off their PPE. Staff were observed wearing PPE during the inspection.
- The service had registered for 'whole home testing'. There was a plan in place if people tested positive for Covid 19, which involved isolation and barrier nursing.
- The registered manager had carried out surveys for all staff and people to gather feedback on how the service had supported them and if they could improve. Overall, people were positive about the care received during Covid 19. The service acted on feedback about staffs' mental well-being and staff were provided with access to counselling.

- Audits were alternated and shared amongst the staff within the service. The aim was for staff to pick up on any areas missed by their colleagues, to share ideas and to grow as a team.

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?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Baily 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 27 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

# 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.