

Wild Acres Rest Home Limited

# Wild Acres Care Home

## Inspection report

440 Finchampstead Road  
Finchampstead  
Wokingham  
Berkshire  
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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

The service has remained Covid-19 free since the beginning of the pandemic. No residents or staff have contracted the virus. People and staff actively volunteered to engage in the whole home testing programme, which ensured all staff were tested weekly and people were tested monthly.

The registered manager was committed to providing the best quality of life for people living at Wild Acres, whilst ensuring they were safe. To this end they had adopted a risk aware approach to support people to maintain contact with loved ones and those important to them, which had a significant impact on their health and wellbeing.

Visitors were effectively prevented from catching and spreading infection by staff who followed the provider's infection prevention and control (IPC) procedures. All visits were subject to the provider's clearly defined visiting policy. This document is reviewed monthly by the registered manager or more frequently if required. For example, at the time of inspection the registered manager had updated the policy to consider the recent Government guidance in relation to Tier1-3, Medium to Very High Alerts.

The Registered Manager had developed comprehensive visiting risk assessment plans for relevant parties (Next of kin/Representatives/Friends). These identified risks to the visitors, the service and explored innovative solutions to minimise these to support people to remain in contact.

All admissions to the home were carefully considered and planned to ensure people were admitted safely. Staff confirmed people had tested negative for COVID-19 before they were discharged from hospital. New admissions and people returning from hospital were supported to isolate in their room for 14 days, in line with guidance.

Staff used personal protective equipment (PPE) in line with guidance, implementing training provided by the home's IPC lead, to safeguard people using the service and staff.

Staff consistently engaged in conversation with people, to reiterate the reason for masks being worn. This provided reassurance to people when they were disorientated and confused.

Consistently thorough hygiene practice, robustly overseen by the designated cleaning and decontamination lead, promoted and maintained safety in the home.

## 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 was following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

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## **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 20/10/2020 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

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.