

RCH Care Homes Limited

Woodlands Care Centre

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

About the service

Woodlands Care Centre is a residential care home providing personal and nursing care to up to 109 people, aged 65 and over in one adapted building. At the time of the inspection there were 100 people living at the service.

People's experience of using this service and what we found

We received positive feedback about the service provided from people, relatives and staff. One person said, "Staff make sure I have all I need, and I am very content." Another person said, "I don't want for anything, I only have to ask." One relative told us, "Woodlands is the right place for [family member], they are settled, and I have no concerns at all."

There were enough staff and they were visible around the service and were readily available to support people when needed. We observed kind and caring interactions between staff and the people who lived at the service.

Staff understood the identified risks to people and followed guidance in place to keep them safe.

The service was clean and well maintained. Infection control arrangements were in place to prevent and mitigate the risk of COVID-19. Appropriate protective and personal equipment (PPE) was in place and care staff used this appropriately. The environment was suitable for people living with dementia.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Good (published 21 May 2019).

Why we inspected

The inspection was prompted in part due to concerns received about the safety of people at the service, and staffing levels. A decision was made for us to inspect and examine those risks. We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe sections of this full report.

The overall rating for the service has not changed following this targeted inspection and remains good.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, which is on the CQC website at

www.cqc.org.uk

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information, we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question, we had specific concerns about.

Inspected but not rated

Woodlands Care Centre

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we received about the staffing levels and the safety of people living at Woodlands Care Centre.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was carried out by one inspector, an inspection manager and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Woodlands care Centre is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced. The inspection took place over two days and one of which was carried out in the evening.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. This included information about incidents that the provider must notify us about. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information

helps support our inspections. We used all of this information to plan our inspection.

During the inspection-

We spoke with five people who used the service and two relatives about their experience of the care provided. We spoke with eleven members of staff including the registered manager, deputy manager, a nurse, senior care workers and care workers.

We reviewed a range of records. This included a variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to check specific concerns we had about staffing levels and the safety of people living at Woodlands Care Centre. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People had access to appropriate equipment that helped keep them safe. For example, pressure relieving mattresses to maintain skin integrity, and hoists to help people move safely. One person said when using their frame, "I go like a rocket, staff tell me to slow down as they don't want me to fall."
- We found that equipment was being used appropriately and was not blocking people's access. One person we spoke with had no concerns about not feeling safe and said, "Staff are very professional."
 - The registered manager and management team supported staff and checked they were supporting people in a safe way. One staff member told us, "The registered manager is always coming up onto the units and checking we have everything we need."
- During our inspection call bells were answered in a timely way. One person told us, "I know if anything were to happen to me, staff would look after me, I don't feel the least bit unsafe."

Staffing

- The registered manager used a recognised tool to assess people's needs and work out how many staff were required to meet their needs safely.
- Staff told us that on most occasions there were enough staff on shift to provide support to people. One staff said, "Most of the time there is enough staff. It's hard when staff go off sick at short notice, but management always try and get cover." Staff did say they were able to meet peoples needs but not as quickly when they don't have as many staff.
- During our two visits we saw that there were adequate numbers of staff to meet people's needs.
- Our review of the rotas highlighted there were occasions where due to sickness, the service did appear short staffed, however the registered manager was honest with us regarding these events.
- The provider had a contingency plan in place, should any situation occur which reduced the amount of staff on site.

Preventing and controlling 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. One relative said, "Staff are really

good; won't even let you open the door without wearing gloves. "I feel everyone is safe"

- 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 noted people's rooms were clean and there were no mal odours.
- 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 were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.