

St. Martin's Care Limited

Windermere Grange Care Home

Inspection report

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15 March 2021

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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

Windermere Grange is a residential care home providing personal care for up to 50 people. The home is a large adapted building providing care to people across four separate wings, each of which have their own separate adapted facilities. One of the wings specialises in providing care to people living with a dementia type illness and another, specialises in care and support for people with learning disabilities.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right Support, Right Care, Right Culture is the guidance CQC follows to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

The service was able to demonstrate how they were meeting the underpinning principles of Right Support, Right Care, Right Culture. The registered manager had adapted how the service operated during the pandemic. Staff ensured they continually maximised people's choice, control and independence in a safe and inclusive environment whilst also following national infection prevention and control guidance. Each person had their own individual, person centred COVID-19 care plan and risk assessment which promoted their rights, privacy and dignity.

We found the following examples of good practice.

Managers, staff and people living at the service had worked together to ensure the service remained an enjoyable and empowering experience for everyone. People were involved in all aspects of the service including discussions around COVID-19 safe activities and making the environment safe for everyone.

Systems were in place to prevent people, staff and visitors from catching and spreading infections. The service had adapted how to support people, as far as possible, with social distancing.

Staff had undertaken training in putting on and taking off PPE, hand hygiene and other Covid-19 related training. Infection control lead staff were in place who monitored staff practices and provided training to ensure the national guidance was being followed. The provider continuously shared important information about COVID-19 to staff.

The home was following national guidance for people moving into the home. Staff worked with people and their relatives to ensure they were aware of isolation procedures and the requirement of staff wearing PPE. People were supported by a dedicated staff team who ensured any feelings of isolation and loneliness was reduced.

Infection control audits and checks were carried out. The registered manager spoke positively about the commitment and dedication which staff had shown throughout the pandemic, which had helped to minimise the impact on people's health and wellbeing.

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.

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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.

As part of CQC's response to the COVID-19 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 15 March 2021 and was announced.

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.