

Windlesham Services Limited

Windlesham Manor

Inspection report

Hurtis Hill
Crowborough
East Sussex
TN6 3AA

Tel: 01892611000

Date of inspection visit:
15 April 2021

Date of publication:
26 May 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Windlesham Manor is registered to provide personal care and accommodation for up to 40 people. At the time of inspection there were 27 people using the service. People were living with a range of care needs, some people were living with dementia. The home is set within a large detached country house which has gardens and patio areas.

We found the following examples of good practice.

The service had a visitor booking system in place to ensure areas could be kept clean between visits. A dedicated visiting room had been created with screens and seating which was distanced. During good weather people had the option to meet visitors outside in the garden. The manager was preparing for government updates about visits to care homes and was planning to change arrangements according to new guidelines.

The manager had increased communication links with people's family and friends during the COVID-19 pandemic restrictions. Regular emails from the service shared information and pictures about people's activity and menu options, celebrations and wellbeing. People had access to equipment for video calls and telephone calls, staff supported these when required.

Changes had been made to how staff, visitors and people moved in and around the building. The entrance had been changed and a one way system was in place in some parts. Staff and visitors had access to a sensor controlled wash basin, automatic temperature monitoring and personal protective equipment.

During the recent COVID-19 outbreak zones had been created with designated staff allocated to each zone, this reduced the movement of staff through the building. People were supported to isolate in their room, individual activities and social contact with staff was increased to help minimise isolation. New scrubs were provided for staff to wear, these were laundered on site. The manager was proud of the way staff had worked together as a team during the pandemic and believed the staff team was stronger as a result.

Cleaning regimes had been changed to increase frequency and thoroughness around the building. Cleanliness was regularly audited by the manager. PPE was observed to be appropriately worn and there were good supplies in place.

The manager reported having good links to GP and healthcare professionals with visits or video calls in place when people needed them.

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

Windlesham Manor

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 15 April 2021 and was unannounced.

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.