

Wyndham Court Limited

# Wyndham Manor Care Home

## Inspection report

Wyndham Street  
Cleator Moor  
Cumbria  
CA25 5AN

Tel: 01946810020

Date of inspection visit:  
18 January 2021

Date of publication:  
05 February 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Wyndham Manor Care Home is a residential care home providing personal care to 68 older people and to people living with dementia. There were 43 people in residence when we visited. The accommodation is over three floors in single, en suite rooms. One of the floors specialises in providing care to people living with dementia. The top floor of the home had been identified as a designated setting for up to 20 people being discharged from hospital. This top floor had no one in residence when we visited.

We found the following examples of good practice.

People and their visitors were aware that visiting was limited and only by appointment. There was a secure area - 'the pod' where people and their visitors could safely engage in socially distanced visits. Visitors were required to follow best practice guidance and wear appropriate protective clothing. This facility will not be used when people are positive for Covid-19.

The service had designated the top floor of the home as a separate area with a specific staff team to support people with Covid-19. The team would work exclusively on this top floor. Support and services were all to be carried out in this secure area.

Admissions into Wyndham Manor Care home had been risk assessed and followed government guidance. When people with a positive test for Covid-19 were to be admitted to this designated unit the staff team planned to carry out risk assessments with the hospital trust, an assigned social worker and a lead G.P.

Risk assessments for staff at higher risk or with underlying health conditions were carried out to minimise the risk and spread of infection and keep people safe. Everyone in the staff team had received the vaccine to protect them from corona virus.

Whole home testing for Covid-19 for all people and staff had been carried out on a regular basis. Suitable processes were in place to keep everyone safe should a positive test occur. Nearly all the people in residence had also received the Covid-19 vaccination.

All staff had received training on how to use personal protective equipment (PPE). We observed staff wearing PPE appropriately. The specialist nurses from NHS Cumbria Clinical Commissioning were undertaking further training with the staff team to ensure good levels of infection prevention and control continued.

The environment was clean and hygienic. Routine cleaning schedules were in place and the staff followed guidance from specialists on the type of chemicals to use and the systems to follow to ensure transmission of infection would be lessened. The home also had a deep cleaning system, using specialised equipment, that would be used in the unit prior to admission, and after discharge, of any person with Covid-19.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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

**Inspected but not rated**

# Wyndham Manor Care Home

## **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.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This targeted inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 18 January 2021 and was announced.

# 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.