

Mr Ghulam Haider

Windsor House Care Home

Inspection report

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Greater Manchester
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22 January 2021

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Windsor House is a care home registered to provide personal care and support. The service accommodates up to 16 people in one building split over two floors. At the time of inspection 11 people were living at the service.

We found the following examples of good practice.

The service had updated their policies and procedures to ensure infection prevention and control (IPC) processes were robust. All visitors had their temperatures checked and were risk assessed before entering. The provider had implemented a separate visitation lodge in the garden to facilitate safe visits for people and their relatives. The process for safe visits included separate entry points for visitors and people, an air sterile system to clean the air within the lodge and cleaning regimes after each visit.

The service was working closely with Wigan Council's health protection team where telephone support was regularly provided. The service was conducting regular infection control audits, to ensure infection prevention and control (IPC) processes were robust.

Donning and doffing stations were situated in the service and personal protective equipment (PPE) was available throughout the building. Staff had designated areas to change into their uniforms and staff uniforms were washed on site. All staff had received training in IPC and PPE in relation to COVID-19.

The provider changed the cleaning company to ensure robust processes were in place and that the products were suitable for COVID-19. Cleaning processes and staff's cleaning hours were increased throughout the service.

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

Windsor House 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.

As part of CQC's response to the coronavirus 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 22 January 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 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 have also signposted the provider to resources to develop their approach.

- Cleaning regimes had increased and some checklists were used, however a specific checklist for high touch surfaces was not in place.