

Deepdene Care Limited

# Woodtown House

## Inspection report

Alverdiscott Road  
East-the-Water  
Bideford  
Devon  
EX39 4PP

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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

Woodtown House is a nursing home in one adapted building providing personal and nursing care to people with mental health difficulties. The service can support up to 22 people.

We found the following examples of good practice:

The staff were following up to date infection prevention and control guidance to help people to stay safe. The registered manager ensured staff understood why every measure was in place.

The provider provided training to ensure staff knew how to keep people safe during the COVID-19 pandemic.

Staff supported people to occupy themselves whilst maintaining their safety. A marquee has been set up in the grounds called 'Woody's bar'. This enabled people to access fresh air and have barbeques. There had been an increase in activities and mental health awareness week was celebrated. People baked cakes and wrote on them to describe how they were feeling. A collage had also been created with regards to the impact of Covid 19 on people's mental health. The four seasons were the focus with winter being the start of the pandemic and summer being where things have changed for the future.

The service ensures people have been tested for COVID-19 before the service agrees to admit them.

Residents are assessed daily for the development of a high temperature (37.8°C or above), a cough, as well as for softer signs such as shortness of breath, loss of appetite, confusion, diarrhoea or vomiting.

Staff helped people to stay in touch with family and friends through phone and video calls.

The manager was communicating with people, staff and family members regularly to make sure everyone had an understanding of precautions being taken, and how to keep people safe.

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?**

People were protected by systems in place to prevent and control infection.

**Inspected but not rated**

# Woodtown House

## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 6 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

# 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.