

Woodleigh Healthcare Limited

# The Big House

## Inspection report

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21 January 2022

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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

The Big House is a care home providing accommodation, respite care and personal care and support from the age of 13 years into adulthood for up to 3 young people with a learning disability and autism. At the time of the inspection two people were in residence.

The service provides day care services to people. CQC does not regulate the day care provision.

We found the following examples of good practice.

Information produced in easy read format about COVID-19 and infection prevention and control practices was displayed throughout the home. This included the use of personal protective equipment (PPE) and hand washing guidance.

Visiting procedures were in place to reduce risk of COVID-19. All visitors were required to show a negative COVID-19 test and had their temperature checked before entering.

Safe admission processes were in place to support people being admitted to the service. Risks to people had been assessed which considered the impact of COVID-19. People were risk assessed regarding the testing and vaccinations, and best interest procedures were followed. People continued to receive one-to-one hours of support from staff as per their package of care.

The provider had systems in place to manage an outbreak of COVID-19. Staff were trained and followed safe infection prevention and control procedures, including the safe wearing and disposal of PPE and regularly sanitising their hands. There were sufficient stocks of PPE available to staff. PPE stations were placed outside rooms where people were isolating.

The service was clean. Staff regularly cleaned the high touch areas. Immediate action was taken when we identified issues infection control risks.

Staff were kept up to date with specific government guidance in the management of COVID-19. Staff engaged in a programme of regular COVID-19 testing.

## 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**

# The Big 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.

As part of CQC's response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 21 January 2022 and was announced. We gave the service 48 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

### How well are people protected by the prevention and control of infection?

- At the last inspection we identified infection prevention and control risks. At this inspection we found some improvements had been made to the premises to reduce the risk of spreading contagious diseases.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Some immediate action was taken which posed a risk of spreading infectious diseases. However, further action was needed to ensure porous surfaces such as missing grouting in the tiling by the wash hand basin in the kitchen, were made safe. The registered manager assured us these issues would be addressed. They also told us some of the carpets were due to be replaced.
- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. The registered manager assured us they would implement a COVID-19 screening questionnaires for all visitors to complete to ensure visiting procedures were robust.
- We were assured that the provider was meeting shielding and social distancing rules. The lounge and dining room were used by people who tested positive for COVID-19, to safely social distance where they were unable to isolate in their bedroom so they could remain safe, feel less isolated and could be monitored by staff.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Risks were managed and staff acted in accordance with the latest government guidance.
- 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'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.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an

emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.