

Wyndham Court Limited

# Wyndham Manor Care Home

## Inspection report

Wyndham Street  
Cleator Moor  
Cumbria  
CA25 5AN

Tel: 01946810020

Date of inspection visit:  
17 February 2022

Date of publication:  
01 March 2022

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

### About the service

Wyndham Manor is a care home providing person care and accommodation for up to 68 people with a range of physical and mental health needs. At the time of the inspection there were 40 people living in the home.

The care home accommodates people across three floors, each of which has separate adapted facilities.

We found the following examples of good practice.

The provider had established systems to prevent visitors from spreading and catching infections. They had followed guidance on supporting safe visiting including a comprehensive questionnaire to ensure they were safe to visit. Visitors were also screened for symptoms and their contact details were recorded to support the NHS Test and Trace service.

In the event of an outbreak of COVID-19, people living in the home could shield from people who may be infected and there were appropriate isolation processes in place to mitigate the risk of transmission of disease.

Social media platforms were used to facilitate contact between people and their relatives where physical visiting was not possible. Where appropriate, people were supported by staff to use this technology and this included the use of handheld devices. Relatives and friends were allowed to visit people consistent with current guidance.

The provider had established some safe admission procedures for staff to follow. This included requiring new people to have a negative COVID-19 test before moving into the home, a further test during residency and to self-isolate in their bedrooms.

During our visit we observed staff using Personal Protective Equipment, (PPE) safely. The provider and registered manager had ensured sufficient stocks of appropriate PPE were available to protect people.

People living in the home and the staff were tested regularly for COVID-19. The provider had also supported staff and people to receive COVID-19 vaccines and boosters.

The home was clean and hygienic. Comprehensive cleaning schedules were in place and there were designated staff who performed these duties.

The provider had safe infection prevention and control policies and procedures.

The provider could adapt the layout of the building to support safe cohorting in the event of an outbreak.

## 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**

# 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.

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. We also received information of potential concern about infection prevention. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 17 February 2022 and was unannounced.

# Is the service safe?

## Our findings

### Staffing

- The provider 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?

- 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.
- The provider followed guidance and best practice around people visiting the home.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.