

Tailored Transitions Ltd

Woodside

Inspection report

131 Magna Road
Bournemouth
BH11 9NE

Tel: 07394288799

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17 February 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

Woodside is a small residential care home without nursing that provides support for up to four people aged 18-65 with complex medical, physical and learning needs. It is located in a purpose-built bungalow with a large level access garden. At the time of our inspection the home was providing support to four people.

We found the following examples of good practice

A robust process was in place to help ensure visitors did not bring COVID-19 into the home. This included lateral flow tests, temperature checks and confirmation of vaccination status.

When community infection rates were at their highest, the registered manager had gone out to local shops and videoed products to help people make choices. Relatives confirmed they had been encouraged and supported to visit their family members.

The home was visibly clean throughout. A dedicated housekeeper carried out frequent cleaning including of high touch point areas such as hoists, light fixtures and door handles. Records were kept of this with these reviewed by the registered manager. A relative said, "The home is always so, so clean."

Staff were observed wearing PPE in line with government guidance. A relative told us, "Staff are always wearing PPE." There were plentiful stocks in the home.

Although people were unable to speak with us, we interacted informally with them and observed many kind interactions between people and staff.

The service had supported people to remain safe during the pandemic. A relative said, "I don't need to give it a second's thought. I know they are taking good care of [family member]." Another relative expressed, "I absolutely feel [family member] is safe. What they've done is incredible. I can't speak highly enough of them."

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

Woodside

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. 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 announced. We gave the service 24 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?

- 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's approach to visiting was in line with current government guidelines.

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.