

Lonsdale Midlands Limited

Lonsdale Midlands Ltd - Windward Way

Inspection report

170-174 Windward Way
Smiths Wood
Birmingham
West Midlands
B36 0PS

Tel: 01217796059

Date of inspection visit:
23 October 2020

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04 November 2020

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

Windward Way is a care home for up to 12 people with learning and physical disabilities. The home consists of three separate bungalows. During our visit eight people lived at the home.

We found the following examples of good practice.

- A risk assessment was completed when visitors arrived at the home. The assessment explained the expectation of visitors in line with current guidance.
- Information was provided to people in a format they understood. For example, pictures were used to help people wash their hands effectively to minimise the risk of cross infection.
- Staff were deployed to work solely within one bungalow. This reduced the risk of cross transmission.
- Staff supported people to access their community safely which had improved their well-being. For example, going out at quieter times of the day.
- People had been supported to maintain contact with people who were important to them which included video and telephone calls.
- People's clothing and bedding was laundered individually to reduce the risks of cross contamination.
- Cleaning schedules had been increased and additional audits had been implemented to monitor cleanliness and staff compliance with the providers infection control policy.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

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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.

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.

This inspection took place on 23 October 2020 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 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.