

Woodfalls Care Limited

Woodfalls Care Home

Inspection report

Vale Road
Woodfalls
Salisbury
Wiltshire
SP5 2LT

Tel: 01725511226

Date of inspection visit:
19 November 2020

Date of publication:
16 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Woodfalls Care Home is a residential care home providing accommodation and personal care for up to 24 older people in one adapted building. At the time of the inspection 21 people were living at the service. Some people were living with dementia.

People's experience of using this service and what we found

Personal protective equipment (PPE) was being used effectively and safely. Since the last inspection the registered manager had provided information and training to all staff on what PPE was needed and how to use it safely. Staff were wearing PPE in line with current guidance.

The registered manager was aware of the correct procedures to follow when a member of staff was required to self-isolate. Following the last inspection, the registered manager had started to recruit more staff to improve their contingency plans to cover staff absence.

Staff and people who used the service were being regularly tested for COVID-19. The provider had procedures in place for people to be isolated if they tested positive.

People were tested for COVID-19 before they moved into the home. We signposted the registered manager to the current guidance on recommended action when people move into the service from their own home.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was requires improvement (published 19 October 2019). At the last targeted inspection on 16 October 2020 the provider was still in breach of regulations and we served a Warning Notice. At this inspection we found improvements had been made and the provider was no longer in breach of regulation.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Woodfalls Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Woodfalls Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced. We called the registered manager from the car park to make arrangements to maintain infection control procedures during the inspection.

What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

Before the inspection we reviewed the information we held about the service and the service provider. We looked at the notifications we had received for this service. Notifications are information about important events the service is required to send us by law. We used all of this information to plan our inspection.

During the inspection

We observed how staff interacted with people. We looked at all communal areas of the home and some bedrooms to assess how the infection control procedures were being put into practice. We spoke with a person who used the service, a carer, a housekeeper and the registered manager about the infection prevention and control systems.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check on action taken to meet the requirements of Regulation 12 (Safe care and treatment). We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

At our last inspection the provider had failed to follow safe infection prevention and control procedures. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

- Personal protective equipment (PPE) was being used effectively and safely. Since the last inspection the registered manager had provided information and training to all staff on what PPE was needed and how to use it safely. We observed staff were wearing PPE in line with current guidance. Staff wore fluid repellent face masks at all times in the communal areas of the home. There was a supply of aprons and gloves, which staff used when providing personal care for people.
- Staff were aware of the PPE they needed to use and how they should safely remove and dispose of PPE after use.
- The provider had arranged additional infection prevention and control training for staff from the local public health team.
- The registered manager was aware of the correct procedures to follow when a member of staff was required to self-isolate. Following the last inspection, the registered manager had started to recruit more staff to improve their contingency plans to cover staff absence.
- Staff and people who used the service were being regularly tested for COVID-19. The provider had procedures in place for people to be isolated if they tested positive.
- People were supported to keep in contact with family and friends through video calls. The registered manager had kept relatives informed of plans for physical visits and was assessing how this could be done safely.
- People were tested for COVID-19 before they moved into the home. The registered manager had made arrangements for one person to isolate at their home before moving into the service for a short stay. Current guidance recommends that people should also isolate in the home for 14 days when they move in from their own home. We signposted the registered manager to the current guidance with a feedback form following the inspection.