

Woodfalls Care Limited

# Woodfalls Care Home

## Inspection report

Vale Road  
Woodfalls  
Salisbury  
Wiltshire  
SP5 2LT

Tel: 01725511226

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16 October 2020

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06 November 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. Some people are living with dementia.

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

People were put at risk of harm because the provider did not have effective and safe systems for infection prevention and control.

A member of staff was working in the service when they should have been self-isolating. The registered manager had not ensured legal requirements for staff to self-isolate when returning to the UK were followed.

Staff did not wear the correct personal protective equipment. The registered manager was not aware of current national guidance and had not ensured staff wore face masks at all times in the home.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was requires improvement (published 19 October 2019).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about infection prevention and control. 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.

### Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified breaches in relation to infection prevention and control at this inspection.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

#### Follow up

We will request an action plan for the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will 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 on a specific concern we had about infection prevention and control procedures in the service.

#### 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 senior member of staff on duty 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 senior carer and the registered manager about the infection prevention and control systems.

After the inspection

We reviewed documents relating to infection prevention and control procedures which we requested from the registered manager during the visit.

# 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 a specific concern we had about infection prevention and control procedures. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

- The provider had not ensured deployment of staff was safe and minimised the risks of COVID-19 transmission. A member of staff was working in the home providing personal care for people when they should have been self-isolating. The member of staff had returned to the UK and was required to self-isolate for 14 days. The registered manager said they had completed a COVID-19 test on the member of staff on the third day of their isolation, which was negative. The member of staff returned to work on the eighth day of their isolation.
- The registered manager was not aware of the correct procedures to follow when a member of staff was required to self-isolate. Following our discussion, the registered manager sought advice from the health protection team at Wiltshire Council, who confirmed the member of staff must complete their 14 days isolation.
- The provider had not ensured staff used personal protective equipment (PPE) effectively and safely. On arrival at the service, we observed four members of staff who were not wearing any PPE. Staff were supporting people in the communal areas of the home and were within two metres of people. A senior carer told us they did not wear face masks in the communal areas of the home, but did have a supply of masks, aprons and gloves for use when providing personal care for people in their rooms.
- The registered manager was not aware of the current requirements for PPE in a care home. On discussion, the registered manager told us they did not need to wear face masks unless they were providing personal care for people. This does not meet the guidance published by Public Health England on PPE recommended in care homes during a sustained COVID-19 transmission. The registered manager took immediate action to ensure staff were aware of the need to wear PPE at all times in the home and not just when providing personal care.

We found no evidence that people had been harmed however, systems to prevent and control infection did not follow current guidance on staff deployment or use of PPE. This placed people at risk of harm. This was a breach of regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.