

The Woodlarks Centre Limited

The Woodlarks Centre

Inspection report

Lodge Hill Road
Lower Bourne
Farnham
Surrey
GU10 3RB

Tel: 01252714041

Website: www.woodlarks-trust.org

Date of inspection visit:
14 April 2021

Date of publication:
30 April 2021

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

The Woodlarks Centre is a residential care home providing accommodation and support with personal care to up to 23 individuals with physical support needs, some of whom also live with a learning disability. At the time of the inspection, 21 people lived in the home.

We found the following examples of good practice.

People were supported to host visitors in a COVID-19 secure pod in the garden. Visiting arrangements to the service were discussed with people who took part in making decisions for the service. People were supported to participate in a range of in-house activities meeting their interests. We observed staff knew people well and reassured them around COVID-19. People told us this support minimised the impact the pandemic had on their wellbeing. People were also supported to maintain contact with the local community, for example via a pen pal club with one of the local schools.

The management team ensured staff, people and visitors to the service had ongoing access to COVID-19 testing. The management outsourced a mobile COVID-19 testing unit and hosted the army on their premises, supporting the national testing program and other services to access drive-through testing for COVID-19. Staff confirmed they had ongoing access to testing and were aware of how to recognise COVID-19 symptoms and how and when to self-isolate.

The management team reviewed the home environment and made a range of changes to enable effective self-isolation in people's rooms, easy access to personal protective equipment, handwashing facilities and sanitising products for staff and visitors. For example, hand sanitising rub dispensers were placed outside each person's room and PPE storage cupboards or sanitising wipes were available in key points of the service. Signage around effective IPC was visible throughout the home, with hand sanitisers available in communal areas for people to use.

The home was clean and hygienic. We saw specialist equipment was used to filter the air and for disinfection of the service and people's rooms were deep cleaned regularly. We saw staff undertook cleaning on the day of our inspection.

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

The Woodlarks Centre

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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 14 April 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.