

The Granville Care Home Limited

Woodlands Manor Care Home

Inspection report

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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

Woodlands Manor is a care home that provides personal and nursing care for up to 55 people. The service is provided in accommodation over two floors. At the time of this inspection 36 people were living in the home.

We were escorted safely throughout the whole home, we did not enter people's bedrooms. We saw no evidence that staff were not wearing PPE during our visit. The registered manager, care manager and area manager were seen regularly around the home where they could observe staff practice.

The home was exceptionally clean. Housekeeping and laundry practices were overseen by the housekeeper, registered manager and care manager to check work had been completed to a satisfactory standard and that supporting records were maintained.

As part of this inspection the area manager carried out a home inspection and spoke to ten people who confirmed staff wore PPE. People were also satisfied with the homes cleanliness and spoke highly of the domestic team. The area manager observed staff wearing face masks and visors and wore full PPE when entering people's bedrooms.

The area manager spoke with twenty staff individually to gain their personal views about the information raised with CQC and if they had any concerns or evidence to share. Quotes from staff included, "I have never seen this home dirty or unkempt", "I think the home is clean and tidy and the staff are kind and caring" and "I have no issues or concerns with PPE or the cleanliness of the home".

A 'residents' survey had been completed in November 2020 asking for people's views. Questions were about Covid 19 and included, do you feel safe, have staff supported you with any concerns, is your room cleaned to a high standard and have you been updated on any changes that may affect you. All responses were positive in all aspects.

The area manager produced a report following the inspection visit and stated, "I have inspected all management audit's on infection control and staff training records. All staff have completed their training in Infection Control and COVID 19 training".

We found the following examples of good practice.

Prior to our visit we were informed of the procedures we should expect when visiting, this was the policy for all professionals arriving at the service. Professionals were asked not to visit the service if they displayed any symptoms related to Covid 19.

On our arrival we were greeted by the registered manager and had our temperature taken, we were asked to sanitise our hands and to wear the PPE given to us. Whilst we were in the office, we wore a mask and when

we walked through the home to observe practice, we wore a visor as well. Everyone visiting provided contact details to support the track and trace system. Visitors were shown to the area of the home they were visiting, by the shortest and most direct route.

The emotional wellbeing of people and their families had been supported throughout the pandemic. The manager and staff ensured contact was maintained through various initiatives. They were sensitive to people's feelings including anxiety, sadness and loss. Throughout the spring and summer garden visits were arranged by appointment. Procedures ran smoothly and designated staff were available if required whilst promoting privacy for people and their relative.

As the autumn winter season was approaching the provider had considered alternative visitor arrangements. An internal pod had been installed which had external access to help reduce entry to other parts of the home and reduce risk. A hearing loop system was due to be installed to assist communication between each other. Each person had been individually risk assessed to ensure visits were person centred. This would help ensure their visits were meaningful whilst maintaining their safety, meeting needs and respecting privacy. A designated member of staff was available should anyone require assistance, for example if they needed to use the bathroom facility.

For those people who were bedbound or receiving end of life care, portable Perspex screening was available so that family members could visit in people's rooms. The robust visitor's policy and procedure we previously mentioned would then be applied when wearing PPE.

All staff recognised their responsibility to protect the people they cared for and how crucial it was that when they were not at work, they respected and followed government guidelines to reduce their own exposure to risks. The registered manager was very proud of all staff and recognised and celebrated their efforts during the pandemic.

When people were admitted to the home, risk assessments were completed, and people were isolated for 14 days. Social distancing was encouraged throughout the home. Where this was not achievable, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly.

There were clear policies, procedures and contingency plans in place. Audits were undertaken, and actions were taken to ensure improvements were made. Staff had received training and regular updates were provided. The manager and senior staff completed 'spot checks' of the environment. These were completed to check staff understanding and compliance with use of PPE and infection prevention and control practices. There was effective, supportive communication between the directors, area manager, registered manager, staff, people using the service and relatives.

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 was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Woodlands Manor Care Home

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place. This inspection took place on 17 November 2020 and was announced.

Is the service safe?

Our findings

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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.