

TOB Care Ltd

Northwood Nursing & Residential Care

Inspection report

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27 January 2022

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Northwood Nursing & Residential Care is a residential care home providing personal and nursing care to 15 people at the time of the inspection. The service can support up to 27 people. The home is a detached building with accommodation provided over three floors. There is a passenger lift to help people mobilise around the building.

We found the following examples of good practice.

Staff had received training on infection control and the safe use of personal protective equipment (PPE). The provider had an infection prevention champion in place to provide guidance and support to other members of the staff team. During the inspection we observed staff wearing PPE in accordance with government guidance. The home was clean. The provider had increased the working hours for domestic staff to enable them to undertake cleaning of high touch areas throughout the day. The provider had policies and procedures in place to support staff in safe working practices. The provider was supporting people to maintain contact with their relatives in line with guidance in place at the time of the inspection. They had encouraged families to nominate essential care givers who were able to continue to visit relatives living in the home during any outbreak of COVID-19. The service was meeting the requirement to check and log the fact that visiting professionals were vaccinated against COVID-19. The service participated in the regular COVID-19 testing programme for both staff and people living in the home.

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

Northwood Nursing & Residential Care

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 27 January 2022 and was announced. We gave the service one day's notice of the inspection

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.

Visiting in care homes

- The provider was supporting people living in the care home to receive visits from family and friends in line with government guidance. The registered manager had encouraged families to put forward individuals as essential care givers. This meant they were still able to visit and support their relative's health and well-being even during any period of outbreak of COVID-19. Pod visits and the use of telephone/video calls by relatives was also promoted by staff.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.