

Cantonfield Limited

Windsor Rest Home

Inspection report

52-54 Windsor Road
Worthing
West Sussex
BN11 2LY

Tel: 01903815765

Date of inspection visit:
25 March 2021

Date of publication:
19 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

Windsor Rest Home provides accommodation with personal care for up to 13 older people. Staff provided personal care for older people who were frail or were diagnosed with dementia or mental health. The property was originally two separate houses and spanned two floors. A lift was available for people to travel between floors. There were 10 people living in the service when we inspected.

We found the following examples of good practice.

The service facilitated in-person visits in a manner which minimised the risk of infection spread. Relatives were required to undertake Lateral Flow Devices (LFD) COVID-19 tests before the visit commenced.

Staff wore PPE when undertaking any personal care and around the home; this was disposed of safely. Many people who were living with dementia were unable to understand the restrictions imposed by the COVID-19 pandemic. Staff supported them sensitively and carefully to ensure social distancing guidelines were adhered to in a way that protected them and others at the home.

The home was clean and hygienic throughout. A structured cleaning schedule was in place and cleaning regimes were adhered to so that all areas of the home were cleaned effectively.

Risk assessments had been carried out with people and staff to identify those individuals who were more vulnerable of exposure to COVID-19. Additional safety measures had been taken to support those who had been identified as higher risk.

People were well supported by staff to maintain contact with their family and loved ones. People had been supported with video calls when visiting was not possible. Staff had sent daily photographs to family members for reassurance and had organised a secure social media page for families to view activities that their loved ones had participated in.

Staff had carefully considered the impact on people's emotional wellbeing of additional PPE being worn at the start of the pandemic. Staff used dolls and toys to demonstrate, to those living with dementia and other mental health issues, what staff would be wearing so that anxieties would be eased.

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

Windsor Rest 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.

As part of CQC's response to the COVID-19 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 25 March 2021 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.