

# National Schizophrenia Fellowship Redwoods

## Inspection report

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21 October 2020

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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# Summary of findings

## Overall summary

Redwoods is a residential care home providing personal care and support for up to seven people who require mental health support. At the time of the inspection there were four people living in the home.

We found the following examples of good practice.

- Each person and staff member had an individual risk assessment so that care, and support could be tailored to each individual's requirement.
- People had access to technology to enable them to attend their church group through video calls.
- To promote social distancing the sofas had been replaced with individual armchairs.
- To mitigate cross infection, agency staff had not been used. The provider's bank staff worked to cover any shortfalls in staffing levels. The bank staff only supported one home.
- The registered manager had recruited more bank staff, to ensure that should there be an outbreak, they would continue to have safe levels of staffing to support people in the home.
- Specific training around infection prevention and control for Covid-19 had been given to staff to promote awareness and reduce anxieties.

Further information is in the detailed findings below.

## 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 were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Redwoods

## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 21 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

# 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.