

Mr Ghulam Haider

Windsor House Care Home

Inspection report

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Standish
Wigan
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Ratings

Overall rating for this service

Good



Is the service safe?

Good



Overall summary

We carried out our last unannounced comprehensive inspection of this service on 24 July 2014. During that inspection we found one breach of Regulations under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 in relation to cleanliness and infection control. After that inspection, the provider wrote to us to tell us what action they had taken to meet legal requirements in relation to the breach of regulation.

As part of this focused inspection we checked to see that improvements had been implemented by the service in order to meet legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Windsor House Care Home on our website at www.cqc.org.uk.

This inspection was undertaken on 22 June 2015 and was unannounced. We found the provider had made improvements and was now meeting the requirements in relation to the breach we had found.

Windsor House is a care home that has been converted from a large detached house in Standish, Wigan. The service provides care for up to 16 people. There are five double and six single bedrooms. Toilets and bathrooms are in close proximity to the bedrooms and communal areas. There is a large garden at the rear of the home.

At our last inspection we found that the registered person had not protected people from the risks associated with the cleanliness and infection control. During that inspection we found vulnerable people were exposed to the risk, because the service did not have appropriate arrangements in place to ensure the environment of the home was clean on a consistent basis. We found that areas such as the staircase leading to the second floor of the home and several toilet/bathroom areas to be unclean. This was a breach of Regulation 12 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which related to cleanliness and infection control.

During this inspection we found the provider was now meeting the requirements of the regulation. We looked

Summary of findings

around the home to check it was clean and tidy. We also checked bathrooms and bedrooms to ensure they were equipped with appropriate paper towels, hand sanitizers and hand washing guidance.

Summary of findings

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 found that action had been taken to ensure people were protected from the risks associated with cleanliness and infection control. We found the provider was now meeting the requirements of the regulation.

Good



Windsor House 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, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We undertook an unannounced focused inspection of Windsor House Care Home on 22 June 2015. This inspection was undertaken to ensure that improvements that were required to meet legal requirements had been implemented by the service following our last inspection on 24 July 2014.

We inspected the service against one of the five questions we ask about services during an inspection, which were not meeting legal requirements, which included; 'Is the service safe.'

The inspection was undertaken by one adult social care inspector. Before the inspection, we reviewed all the information we held about the home. We reviewed statutory notifications and safeguarding referrals. We also reviewed the action taken by the provider following our previous inspection, who wrote to us in January 2015 explaining what action the service had taken to meet legal requirements.

During the inspection we looked at records relating to cleanliness of the building that had been undertaken by the service to monitor the quality of service provision in relation to and infection control. We also spoke with the senior carer who was on in charge on the day of the inspection.

Is the service safe?

Our findings

At our last inspection we found that the registered person had not protected people from the risks associated with cleanliness and infection control. During that inspection we found vulnerable people were exposed to the risk, because the service did not have appropriate arrangements in place to ensure the home was clean on a consistent basis. During this inspection we found that improvements had been made and observed the home to be cleaner and tidier.

We checked toilets and bathrooms within the home and found they were clean and tidy. We found that there were appropriate hand washing facilities available, with relevant hand washing guidance for staff to follow in order to help reduce the spread of infection. Toilets and bathrooms were equipped with paper towel dispensers and a foot operated

pedal bins to dispose of the towels once they had been used. Within toilets and bathrooms, we saw that PPE equipment was available for staff to use if people needed it.

During the inspection we spoke with the domestic member of staff who had worked at the home for a number of years. They told us they worked at the home between Monday and Friday and that care staff were responsible for the cleanliness of the home at weekends. The member of domestic staff showed us the cleaning rotas that they adhered to which were completed daily. These covered all areas of the home including toilets, bathrooms, bedroom, stairwells, corridors, the lounge area and communal areas.

Staff at the home had access to a policy and procedure which provided guidance for staff to follow in order to prevent the spread of infection. There was no evidence this had been reviewed recently however, with the last review dated April 2009. The acting manager told us this would be reviewed immediately.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where legal requirements were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

This section is primarily information for the provider

Enforcement actions

The table below shows where legal requirements were not being met and we have taken enforcement action.