

Woodlands & Hill Brow Limited

Woodlands

Inspection report

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31 March 2021

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21 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

Woodlands is a care home. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided. Woodlands can accommodate a maximum of 40 older people in one adapted building. At the time of our inspection there were 30 people living at the home, some of whom were living with dementia.

We found the following examples of good practice.

People were admitted to the home safely and isolated for 14 days after their arrival. People and staff had participated in whole home testing for COVID-19, for staff this included a daily test. Risk assessments had been completed for all aspects of people's care and support including risks associated with COVID-19. Staff had individual risk assessments in relation to their own health and support needs.

Handwashing stations had been installed outside the home for staff and visitors to use. Visitors were asked to complete a health form and had their temperatures checked. Visitors who were visiting inside the building were asked to take a COVID-19 test and wait a short time in the car park for the result. People were provided with appropriate personal protective equipment (PPE).

Chairs in communal lounges had small side tables placed between them to ensure social distancing were maintained. Outdoor areas had been utilised in good weather and there were further plans for this to be used again once the weather improved. Touch points were cleaned regularly. The provider had researched and invested in several products designed to minimise the spread of COVID-19 using ultraviolet light. The service had good supplies of PPE that were readily available in stations throughout the service. Clinical waste bins were positioned so that staff could access them when required.

The provider had ensured that relatives could visit their loved ones in complete safety. There was a visiting area where people could meet, as well as a visiting pod. Both were located on the ground floor and could be accessed via the courtyard. The visiting pod was ventilated and fitted with a floor to ceiling screen and a hearing loop. People were also supported to contact family and friends through the use of technology.

The provider had developed policies and procedures in response to the coronavirus pandemic. These policies had been adapted to reflect the changes throughout the last 12 months. The guidance and information for staff was clear with detailed safe systems of work for 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

Woodlands

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 31 March 2021 and was announced.

Is the service safe?

Our findings

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 personal protective equipment 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.