

Woodlands Care (Cheshire) Ltd

Woodlands Care Centre

Inspection report

6 Woodlands Road
Macclesfield
SK11 8AQ

Tel: 01625432471

Website: www.woodlands.care

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31 May 2022

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Woodlands Care Centre is a care home providing personal and nursing care to 24 people aged 65 and over at the time of the inspection. The service can support up to 30 people. Accommodation was provided in a large adapted former private residence.

We found the following examples of good practice.

The provider had dedicated staff to ensure people were admitted safely and continued to be supported in the service in accordance with national guidance. Infection prevention and control (IPC) policies and procedures were kept under review. We found safe processes were in place and appropriate action had been taken. The local commissioner's IPC team was providing advice and support when required.

Social media systems such as computer systems and 'face time' access was used to facilitate contact between people and their relatives. The registered manager was facilitating safe visiting in line with government guidance. The provider in line with recent guidance was introducing weekend visiting for relatives. One relative said, "A lovely home and weekend visiting will help other relatives visit my [relative]." One person said, "I am so glad other family members will be able to see me at weekends."

During our visit we observed the staff using Personal Protective Equipment, (PPE) safely. The registered manager told us sufficient stocks of PPE were available and we confirmed this on the visit. A staff member said, "No problems with quantities and access to PPE." One person said, "A lovely home would not want to be anywhere else. They have all worn PPE and looked after us well during the pandemic."

The home was clean and hygienic. This was an old building however cleaning schedules were in place and PPE stations located on each floor. Regular checks were carried out to ensure the home was kept clean and hygienic. The management team carried out regular audits of the environment and cleanliness and any issues were addressed.

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 Care Centre

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 31 May 2022 and was announced. We gave the service 24 hours' notice of the inspection to ensure the provider was available.

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 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.
- The provider was facilitating safe visiting in line with government guidance. To ensure people could receive visits from family and friends, the provider had updated their policy to open up the home at weekends. This meant people could visit their relatives all days of the week in line with government guidance. Indoor visiting was suspended during the COVID-19 outbreak other than in exceptional circumstances; essential care givers were able to continue to visit indoors.