

Wellbeing Residential Ltd

# Southernwood House

## Inspection report

20 Matmore Gate  
Spalding  
Lincolnshire  
PE11 2PN

Tel: 01775760563  
Website: [www.wellbeingresidential.co.uk](http://www.wellbeingresidential.co.uk)

Date of inspection visit:  
17 November 2020

Date of publication:  
04 December 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Southernwood House 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, and both were looked at during this inspection. Southernwood House provides personal care to 27 people some of whom may be living with dementia or a physical disability at the time of the inspection. The service can support up to 28 people in the care home. The service is also a domiciliary care agency. It provides personal care to people living in their own houses and flats.

We found the following examples of good practice.

- There was clear information throughout the service for visitors regarding following safe infection control practices. There was personal protective equipment (PPE) and hand sanitiser available for all visitors.
- People were supported to keep in touch with their relatives via telephone calls and video links.
- Throughout the outbreak staff worked to support people to remain engaged, tailoring activities to stimulate people. This included music, talking books and activity packs.
- Arrangements were in place to manage new admissions during the COVID-19 pandemic. These followed the latest government guidance.
- People who had a positive COVID-19 test or displayed COVID 19 symptoms were being isolated. Staff supporting them had their own changing room and a separate area had been made available for staff to have their breaks.
- Staff were clear about how to manage the risks of the spread of infection. They were able to demonstrate they wore personal protective equipment(PPE) in line with Public Health England (PHE) guidance. There were PPE stations throughout the service with hand washing and hand sanitizer facilities available. Staff had received extra training in donning and doffing PPE and the registered manager had set up systems so staff could be updated on a regular basis.
- The registered manager had carried out risk assessments/profiles on all staff so that they could be supported by the provider to work safely. Where staff had been isolating due to a positive COVID-19 test, they were supported by the registered manager with regular telephone calls.
- The recent outbreak of COVID-19 at the service had been managed well and the plans in place to support people had been utilised safely. There was evidence to show how staff who tested positive or had displayed symptoms of COVID-19 had shielded in line with the government guidance and were symptom free before returning to work.
- There was an enhanced cleaning programme in place at the service and the service was visibly clean. Regular deep cleans had been carried out to prevent the risk of cross contamination.
- The registered manager had arrangements in place to keep people and their relatives up to date with events at the service. They wrote to relatives regularly to inform them of changes and spoke with them on the telephone.

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**

# Southernwood House

## **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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 17 November 2020 and was announced 24 hours prior to entering the service.

## 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.