

Four Seasons 2000 Limited

# Woodview

## Inspection report

127 Lincoln Road  
Branston  
Lincoln  
Lincolnshire  
LN4 1NT

Tel: 01522790604  
Website: [www.fshc.co.uk](http://www.fshc.co.uk)

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14 January 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

Woodview is a residential care home providing nursing and personal care for up to 63 people. The service supports older people, people living with a dementia type illness, younger adults, people with physical disabilities and individuals who need support with longer term medical conditions. There were 54 people using the service at the time of our inspection.

We found the following examples of good practice.

- There was clear information and guidance on managing COVID-19 visible to staff, residents and any visitors coming into the service. Visitors were screened before entry and, where applicable, COVID-19 vaccination status was confirmed.
- There were abundant personal protective equipment (PPE) supplies in place at various key areas in the service to ensure safe infection prevention and control practices were undertaken.
- There was a cleaning programme in place and the service was visibly clean and well maintained.
- The provider had ensured staff were skilled in infection prevention and control (IPC) practices. This included up to date training on infection control and 'Donning and Doffing', (how to put on and remove) PPE.
- There was a testing programme in place for staff and people living in the service. This was to ensure any staff or people who had contracted COVID-19 and were asymptomatic, were identified in a timely way.
- Staff promoted and practised safe social distancing throughout the home as far as was reasonably practical. Clear systems were in place to shield and isolate people should outbreaks occur.
- The provider had robust systems in place to ensure that effective IPC practices were carried out with senior management oversight.
- The provider had assessed the impact on residents of how PPE may cause fear and anxiety and had taken steps to support people through this positively.
- Staff spoken to during our inspection told us they felt assured by the steps taken by the provider to promote good IPC.

## 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**

# Woodview

## **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 Friday 14 of January 2022 and was announced. We gave the service 24 hours notice of the inspection.

# 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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.