

RCH Care Homes Limited

# Woodlands Care Centre

## Inspection report

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Date of inspection visit:  
25 May 2021

Date of publication:  
23 June 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Woodlands Care Centre is a residential care home providing personal and nursing care to up to 109 people, aged 65 and over. At the time of the inspection there were 100 people living at the service.

### People's experience of using this service and what we found

Staff knew how to protect people and keep them safe. They had the right skills and knowledge to meet people's needs. Staff understood what signs to look for that could indicate harm may be occurring and how to report their concerns.

Measures were in place to manage the risks of COVID-19 including policies and risk assessments. Staff told us they had access to sufficient PPE and had received training on how to keep themselves, and others, safe from the risks of COVID-19. The provider had robust contingency plans which could be implemented in the event of an outbreak.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 28 June 2019)

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had received about the staffing levels and the safety of the people living at Woodlands Care Centre. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Woodlands Care Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information, we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question, we had specific concerns about.

**Inspected but not rated**

# Woodlands Care Centre

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we received about the staffing levels and the safety of people living at Woodlands Care Centre.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

The inspection was carried out by one inspector

#### Service and service type

Woodlands Care Centre is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection took place on 25 May 2021 and was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. This included information about incidents that the provider must notify us about. The provider did not complete the required Provider Information Return. This is information providers are required to send us with key information about the service, what it does well and improvements they plan to make. We took this into account in making our judgements in this report.

#### During the inspection

We spoke with 12 staff including, three care assistants, a unit manager, three senior care workers, a team leader, two nurses, the deputy manager and the registered manager. We reviewed a range of records. We looked at the safeguarding records, infection control records and two peoples care records

After the inspection

We continued to seek clarification from the provider to validate evidence found.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about the staffing levels and safety of people living at Woodlands Care Centre. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- Staff had received safeguarding training. They knew how to identify, and report concerns relating to abuse and felt comfortable doing so. One staff member told us, "If I had any concerns. I would go to the person in charge or ring CQC if I needed to."
- Incident and accidents were reviewed and looked into with action taken as a result. Appropriate support was offered to people where accidents or incidents had occurred.

Staffing and recruitment

- Staff confirmed and we saw there were enough staff on the day of inspection to support people's care needs in a timely manner.
- Recruitment checks were completed to make sure that staff were suitable to work with the people they were supporting. This included a criminal records check, a health declaration and the obtaining of references.

Preventing and controlling 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.