

Somerset Care Limited

Wyndham House

Inspection report

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02 February 2021

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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

Wyndham House is a care home registered to provide accommodation and personal care for up to 50 people. The home specialises in the care of older people. At the time of the inspection there were 38 people living at the home.

We found the following examples of good practice.

Staff were following good infection prevention and control practices which helped to minimise risks to people.

Staff were making sure people had access to social stimulation with an activity programme that ensured people continued to celebrate special occasions. The management sent regular newsletters and correspondence to keep people, and those who were important to them, up to date with what was happening in the home.

People were being assisted to keep in touch with friends and family. There were visiting policies and practices in place to make sure people saw visitors in the safest way possible for each individual.

Staff praised the management in the home and the provider for the support they were receiving. All staff said that, although times were difficult, they felt the management of the home were always available for advice and guidance which helped to make them feel safe.

Staff worked as a team to support each other and make sure people continued to receive the care they needed.

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

Wyndham 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 the coronavirus 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 2 February 2021 and was announced.

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.