

Scimitar Care Hotels plc

Woodbury Manor

Inspection report

Clay Hill
Enfield
Middlesex
EN2 9JA

Tel: 02083661889

Website: www.scimitarcare.co.uk/care-homes/woodbury-manor/woodbury-manor-care-home.php

Date of inspection visit:
22 February 2022

Date of publication:
28 March 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Woodbury Manor is a residential care home providing personal care and accommodation for people aged 65 and over, some of whom may be living with dementia. The home can support up to 60 people. At the time of the inspection there were 49 people living at the home.

We found the following examples of good practice.

People were fully supported to have visitors and maintain relationships that were important to them. During the COVID pandemic, the home had adapted a spare bedroom into a cosy visiting pod with separate entrances / exits for visitors and people. At the time of the inspection visitors were making appointments to see people and were advised on appropriate PPE. Where necessary, this was provided. There was enough space in the home to allow for social distancing and people also received visitors in their rooms. There were no restrictions on visiting and the registered manager told us the appointments system worked well to ensure people were kept safe. There had been regular communication with relatives via newsletters and calls to keep them updated on government guidance around visiting.

Where the home had experienced COVID outbreaks, there were systems in place to ensure people were able to be cared for in a safe environment. There were some spare bedrooms that had been converted into a specific area for people with COVID. When there was an outbreak, staff did not work across areas to prevent cross infection. There was a separate room for staff to put on and take off PPE.

Where healthcare professionals visited, they were also screened for symptoms of COVID-19 and their most recent COVID-19 test results checked in line with government guidance.

Staff were part of the routine COVID-19 testing programme. We observed staff using appropriate PPE in line with government guidance.

Staff had received training around infection control, COVID-19 and using PPE correctly. The registered manager and organisation had supported staff through the pandemic, ensuring changes in guidance were effectively communicated using daily handovers and staff meetings.

There were safe systems in place to assess and admit new referrals. Appropriate checks and COVID tests were completed prior to a person moving in and new referrals completed a short isolation period in their rooms before mixing with other people. During this period, people were fully supported by staff.

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

Woodbury Manor

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 22 February 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.
- There were processes in place to ensure people were able to safely have visitors.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.