

Thomas Henry Mallaband Limited

Windmill Court

Inspection report

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28 January 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

Windmill Court is a registered care home with nursing and provides accommodation and personal care for up to 34 older people. At the time of our inspection there were 29 people living at the service.

We found the following examples of good practice.

The home was clean and hygienic in appearance. There were appropriate procedures to ensure that infection control risks were reduced. For example, in the communal areas the furniture was arranged to enable social distancing. Increased cleaning schedules ensured that communal areas and high touch points around the home, such as light switches and hand rails, were cleaned regularly.

Infection control policies and procedures had been updated in line with the national guidance relating to COVID-19 and staff were provided regular updates to ensure they were following best practice recommendations. The training for staff regarding infection control had been updated to include guidance relating to COVID-19.

Audits and risk assessments had been carried out to identify areas where action was needed to increase the control of infection. Actions had been completed within agreed timescales. The registered manager was in the process of recording formal risk assessments for each staff member regarding their level of risk from COVID-19. Prior to this inspection the risk had been discussed and agreed informally.

The provider had a contingency plan to manage an outbreak of COVID-19 including segregating the home to keep people safe.

Signage and information posters were in evidence at the entrance to the home to inform visitors of the procedures to follow. Plentiful supplies of personal protective equipment (PPE) was in evidence at the entrance to the home and throughout the building. Additional signage identified the PPE to be worn when a person was assessed at higher risk of infection.

People who used the service were supported to communicate with their friends and family. Telephones and electronic devices were used to communicate. At the time of the inspection a national lockdown was in effect and visitors were not admitted to the home apart from to see people who were receiving end of life care. Visitors were able, by prearrangement, to speak to their friends and relatives through a glass door with a microphone and speaker system.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated. Further information is in the detailed findings below.

Inspected but not rated

Windmill Court

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 28 January 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.