

Oxbridge Care Limited

Windsor Court Residential Home

Inspection report

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Date of inspection visit:
09 August 2021

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20 August 2021

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Windsor Court 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 the inspection. The service is registered for 32 people and at the time of inspection there were 27 people living at the service.

We found the following examples of good practice.

Measures had been implemented to ensure people entering the home did so following current guidance regarding PPE and social distancing.

The registered manager and deputy worked closely together providing clear leadership on good infection control practice. Regular spot checks and competency checks were made to ensure staff continued to follow best practice. Additional cleaning schedules had been introduced to ensure robust measures to reduce infection risks, including the cleaning of any regular touchpoint surfaces. Some items that could not be effectively cleaned needed removing. The registered manager confirmed these had been removed after the inspection.

The service had plenty of PPE available. PPE stations were in place round the service.

The provider participated in the COVID-19 regular testing programme for both people and staff. Social distancing was encouraged.

People were encouraged to stay in regular contact with friends and relatives. Staff supported people to make regular telephone and video calls. A visiting area had been set up outside with a handwashing sink, safely laid out areas to sit and a testing area.

The provider ensured staffs wellbeing was supported.

The provider had invested in the home during the pandemic to help with infection control which included new chairs and the removal of fabric chairs, PPE stations, a fog machine, outdoor furniture and handwashing facilities.

Staff participated in various training sessions around infection control, COVID-19 and using PPE. There were designated areas for staff to change when arriving at and leaving work.

There were COVID-19 specific policies and plans, which meant staff were guided to take appropriate actions to reduce the risk of transmission.

Further information is in the detailed findings below.

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

Windsor Court Residential Home

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 9 August 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.