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Woodlands Lodge Care Home

Inspection report

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Ratings

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

Overall summary

Woodlands Lodge Care Home is a residential care home providing personal care to 31 people at the time of the inspection. The service can support up to 54 people. There are ordinarily three units, however, since the start of the COVID-19 pandemic one of these units has been closed to enable staff to be redeployed in consideration of IPC best practice requirements. One of these units specialises in providing care to people living with dementia.

We found the following examples of good practice.

Good information about visiting procedures were displayed at the entrance to the home and families had been kept informed. Staff were knowledgeable about the visiting checks in place. The home had developed a 'one-way system' for in-house visits to minimise risk. There were alternative visiting arrangements in place such as screened visits and window visits. Staff also supported people to keep in touch with friends and families, remotely, for example by telephone and ipad.

People were supported to self-isolate, when appropriate, however the registered manager closely monitored impacts on people's health and made safe alternative arrangements, for example, one person was more encouraged to eat in the dining area and the registered manager ensured this took place at a safe time.

Staff had been trained and regular checks took place on how they wore and disposed of PPE. There were good stocks of PPE available and this was stored correctly.

People and staff were tested regularly in line with government guidance. People and staff were supported to self-isolate as appropriate. The registered manager monitored staff test results to ensure they returned to work only when they were able to do so.

Enhanced cleaning had taken place since the start of the pandemic. Staffing levels at the home were good. There were no issues with staff retention or recruitment.

The provider had reviewed contingency arrangements at the start of the pandemic. The registered manager said they were very well supported by the provider.

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

Woodlands Lodge Care 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 18 January 2022 and was unannounced.

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.
- Visiting was taking place and families were happy with the arrangements in place. We signposted the provider to the most recent government guidance to confirm the correct approach.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.