

WCS Care Group Limited

Sycamores

Inspection report

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23 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

Sycamores is a care home providing accommodation and personal care for up to 36 people, including people living with dementia. At the time of our inspection there were 22 people living at the home.

We found the following examples of good practice.

An outdoor visiting pod was available on an appointment basis. There was a cleaning regime and visits were coordinated by a visitor facilitator. This meant people could see their loved ones in a safe and comfortable environment.

People who were unable to socially distance were given extra support to minimise the risk of infection being spread. For example, a person who had difficulty self-isolating was supported to use a specific area of the lounge which was then cleaned. This helped to maintain the person's wellbeing.

Staff wore Personal Protective Equipment (PPE) in line with current guidance and were observed to ensure continued good practice.

A two stage cleaning process was used throughout the home to ensure areas were cleaned and then sanitised. Separate cleaning equipment was stored on each floor to minimise the risk of cross contamination.

As part of staff training in hand hygiene, a special lotion was used to highlight any areas missed by inefficient hand washing techniques. This supported staff to improve their hand hygiene practice.

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

Sycamores

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 23 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.