

HC-One Oval Limited

Woodlands View Care Home

Inspection report

Magpie Crescent
Stevenage
Hertfordshire
SG2 9RZ

Tel: 01438740230

Date of inspection visit:
02 February 2021

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11 February 2021

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 View Care Home is a 'care home' providing accommodation, personal and nursing care. It is registered to provide a service for up to 120 people. The service was supporting 55 people at the time of the visit.

We found the following examples of good practice.

- People had care plans and risk assessments in place for COVID-19 so that staff could support them appropriately and safely.
- People were supported to keep in touch with friends and family virtually.
- The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID-19.
- Staff who were in the higher risk groups had risk assessments completed.
- When people tested positive for COVID-19 they had to isolate in their rooms, for a set period of time. Staff were clear on what it meant to isolate and what symptoms of COVID-19 to look out for. A risk assessment was completed if a bedroom door needed to be left open.
- Staff had received training on donning and doffing personal protective equipment (PPE), infection control and COVID-19. They had their competency assessed. They told us they had enough information to do their jobs safely.
- All staff we spoke with were clear on what processes were in place and why they were needed. Staff were given bags to take their uniform home in so they could wash it safely and help prevent transmission.
- Staff told us that the registered manager had been very supportive and gave clear leadership during difficult times.

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

Woodlands View 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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 2 February 2021 and was unannounced.

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's infection prevention and control policy was up to date.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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 promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. However, staff did not take our temperature when we arrived at the service. We also noted that staff working supernumerary on the units did not all have short sleeved clothing or a uniform on. This was needed in case they were required to support someone, which we observed. The registered manager told us these issues were addressed immediately after our feedback.

We have also signposted the provider to resources to develop their approach.