

Windsor Court Care Limited

# Windsor Court Care Home

## Inspection report

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25 March 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

Windsor Court Care Home is a 'care home' that is registered to provide accommodation and personal care or nursing to a maximum of 48 older people. At the time of the inspection they were supporting 22 people.

We found the following examples of good practice.

There was a clear process in place to welcome visitors to the home, this included rapid result COVID-19 testing, health questions and temperature checks. Visitors were asked to wash their hands or use hand gels and put on Personal Protective Equipment (PPE). These measures contributed to keeping visitors, people and staff safe.

There were designated areas within the home for staff to put on, take off and dispose of PPE correctly. The registered manager and deputy manager carried out hand washing audits for staff to ensure correct techniques were used. This practice was supported by posters around the home showing hand washing and reminders for social distancing.

The communal areas within the home such as lounges and dining rooms had been changed to encourage social distancing. For example, chairs and tables had been rearranged to have safe distances between them. People enjoyed visits from their loved ones and there was a dedicated visitor's room with an external entrance and hand washing facilities. Relatives were kept up to date on changing visiting restrictions through telephone call or email.

The home had plans in place for managing outbreaks and had considered how they used staff teams safely in the event that someone needed to isolate. This included ensuring people were not socially isolated during these times by offering one to one activities in their own room.

The home was participating fully in the COVID-19 testing and vaccination programme. Infection prevention was supported by regular cleaning of the home including those areas frequently touched such as door handles and light switches. Staff had received infection prevention and control training including how to put on and take off PPE correctly.

The registered manager and deputy manager kept themselves up to date with changing government guidance and communicated this to people and staff.

## 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 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 the COVID-19 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 25 March 2021 and was announced.

# Is the service safe?

## Our findings

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.