

Windsor Lodge Care Home

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Inspection report

Windsor Road
Gerrards Cross
Buckinghamshire
SL9 8SS

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Date of inspection visit:
11 November 2020

Date of publication:
16 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Windsor Lodge Care Home is a family run care home in rural Buckinghamshire. It can accommodate up to nine older people. Each person has their own room. Some rooms have direct access to the garden. At the time of the inspection eight people were living at the home.

People's experience of using this service and what we found

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

Personal protective equipment (PPE) was readily available to staff and there was clear guidance for visitors on arrival. One member of staff who lived onsite was observed not to be routinely wearing the required PPE. We discussed this with the registered manager and following our inspection they sought advice from the local health protection team. We have been assured all staff will now follow the latest guidance to prevent an outbreak of coronavirus in the home.

Whilst on the inspection we routinely observed staff to be cleaning the home especially frequently touched areas.

The registered manager had developed a designated portable Infection control resource and equipment (Infection control trolley). This contained additional PPE and cleaning equipment.

The registered manager was working closely with the clinical commissioning group and regional infection control lead. On the day of the inspection they were joining an infection control webinar session. The registered manager had good links with support networks for care home provider's and managers, which included opportunities to reflect on how well the service was coping to ensure that lessons were learned and to make improvements where needed.

Rating at last inspection

The last rating for this service was Outstanding (15 December 2017).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about staffing in respect of infection and control risks. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do

not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from these concerns.

Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Windsor Lodge Care Home on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

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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 or concerns raised about 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 11 November 2020 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 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.
- We were assured that the provider was preventing visitors from catching and spreading infections.

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