

Crosscrown Limited

Woodville House

Inspection report

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Tel: 01788879181

Date of inspection visit:
15 October 2020

Date of publication:
30 October 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

Woodville House is a care home providing personal care to a maximum of 16 older people over the age of 65. Some of those people lived with dementia, a physical disability or a sensory impairment. At the time of our visit 16 people lived at the home.

We found the following examples of good practice:

- On arrival to the home visitors completed a Covid-19 health screening questionnaire. Their temperature was recorded and they were provided with personal protective equipment (PPE) including disposable gloves, aprons and masks to protect people from risk of infection.
- There was a code of conduct in place for visitors that detailed their responsibilities and safe practice during their visit to protect people living at the home from potential cross infection.
- A recent survey had been conducted with people living at the home, relatives and staff to gather feedback on how well the provider had performed during the pandemic and whether there were any concerns or improvements to be made. A potential matter of concern for one person had been identified and promptly addressed by the provider.
- Staff changed their clothes at the start of their shift to reduce the risk of cross infection. The provider laundered all staff uniforms.
- The provider had adopted the NHS Red Amber Green (RAG) method. This meant there was clear guidance on the required PPE protocols for staff to follow before entering bedrooms in the event of people having to isolate.

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

Woodville House

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 15 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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 using PPE effectively and safely.
- 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 have also signposted the provider to resources to develop their approach.