

Wilford View Ltd

# Wilford View Care Home

## Inspection report

1a  
Brookthorpe Way  
Nottingham  
NG11 7FB

Tel: 01157043131

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12 January 2022

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19 January 2022

## 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

Wilford View Care Home is a purpose built residential care home providing accommodation and personal care for up to 83 people, including people living with dementia over three floors. At the time of the inspection 43 people were living at the service.

We found the following examples of good practice.

The provider followed the government guidelines to protect visitors from catching and spreading infection. For example, all visitors were supported to wear a face covering when visiting, and wash hands before and after mask use. Visitors, including health care professionals were asked to complete a lateral flow test (LFT) and health care professionals were asked to evidence their COVID-19 vaccination status before entering the home.

People were supported to use and access their environment safely. For example, people with symptoms of COVID-19 were supported to self-isolate in their bedrooms with access to en-suite bathrooms. Staff were observed wearing correct personal protective equipment (PPE). The provider used enhanced cleaning schedules to mitigate the risk of spreading infection in the areas of the home where it was not possible to implement social distancing or when people refused to self-isolate.

People were admitted into the service safely. The provider ensured people had been tested for COVID-19 before admitting them and supported them to isolate in their own rooms for 14 days after the admission, whenever possible.

People and staff had adequate access to the COVID-19 testing programme. Staff had a good understanding of COVID-19 symptoms that present in older people. The provider ensured the staff and people who presented with COVID-19 symptoms, tested immediately.

The home looked clean and hygienic. There were cleaning schedules in place, including enhanced cleaning of high touch areas, such as light switches, handrails and door handles. All areas of the home were uncluttered so cleaning could take place effectively.

All staff completed infection prevention control training and the staff competency was regularly assessed by the in-house trainer.

The provider had an infection prevention and control policy in place and contacted their local health protection team in a timely way in the event of COVID-19 outbreak.

During the active COVID-19 outbreak staff supported people to maintain contact with their loved ones via phone calls, video calls and window visits.

## 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**

# Wilford 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 12 January 2022 and was unannounced.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.