

Wyndwell Care Home Care Home Service

9 Harbour Street
Peterhead
AB42 1DJ

Telephone: 01779 471522

Type of inspection:
Unannounced

Completed on:
17 November 2020

Service provided by:
Renaissance Care (No 2) Limited

Service provider number:
SP2013012032

Service no:
CS2015338664

About the service

Wyndwell Care Home service is owned by Renaissance Care (No2) Limited. It was registered to provide a care home service for a maximum of 31 older people.

The service operates from a large town house that has been extended. It is situated near to the town centre of Peterhead, close to a range of shops and amenities. The service has a private rear garden with a patio area. There were 25 people resident in the home at the time of this inspection.

This service was registered with the Care Inspectorate on 22 December 2015.

This was a focused inspection to evaluate how well people were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic.

This inspection was carried out by two inspectors from the Care Inspectorate.

What people told us

We spoke informally with people during our inspection. People were very happy at Wyndwell and we saw very warm and caring interactions between residents and staff.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

5 - Very Good

7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic

During this inspection, we found Wyndwell Care Home was very good at supporting people's health and wellbeing during the COVID-19 pandemic.

People's health care needs were regularly assessed, and any changes quickly identified. The home worked in partnership with external health care professionals, thereby ensuring swift and appropriate treatment and care. Staff focused on keeping people as well as possible, comfortable, happy and safe.

Staff were also good at recognising people's emotional and social needs. For example, one person was looking a little sad. Staff picked up on this quickly and kindly and compassionately offered reassurance. Within minutes the person was actively engaged in conversation and planning their day's activities.

The home had a cheery and positive atmosphere. People were smiling and talking to each other. There was lots going on, yet the home was calm and relaxed. People were engaged in their own routines, which included listening to music, playing musical instruments, reading the newspaper, watching the television, chatting and admiring the views.

People benefited from regular interactions and engagement with staff. It was clear that staff had taken the time to get to know people, their interests, likes and dislikes. This helped staff engage people in conversation that was meaningful to them. This kept people's spirits high and improved their wellbeing.

The home had developed COVID-19 specific, outcome focused care plans. These detailed how to support each person with their family visits, meaningful activities and routines during these difficult times. This helped visits go smoothly so that both relatives and the people who lived in the service, got the most out of the experience, while remaining safe. Indoor visits were due to start shortly. The indoor space was ready, and the necessary guidance completed. Once they have approval from external health professionals, they will be able to begin the visits.

We were confident that people's health and wellbeing were supported and safeguarded during the COVID-19 pandemic.

7.2 Infection control practices support a safe environment for both people experiencing care and staff

Staff were knowledgeable about the use of Personal Protective Equipment (PPE) and were observed to be using it correctly. PPE stations were located throughout the service with clear signage to where the nearest station was. The provider maintained good stock in case of an increased usage. This contributed positively to staff being more able to protect themselves and others from COVID-19, even in the event of a crisis.

Staff had completed the necessary infection control training for keeping people safe during the COVID-19 pandemic. E-learning and practical demonstrations were used to good effect to remind staff of the necessary handwashing and the correct use of PPE. Staff demonstrated very good knowledge about infection control, and we could see that they had put the principles of infection control into practice. This helped to reduce the risks of infection.

Whilst maintaining a good level of homeliness, the environment was adjusted to ensure social distancing. The home was odour free and appeared very clean. Additional cleaning was being carried out by domestic and care staff of frequently touched areas, such as door handles, switches and handrails which reduced the risks of cross contamination. There were sufficient stocks of cleaning chemicals and cleaning materials such as mops and brushes. There were good systems in place to ensure that all areas of the home were receiving adequate levels of cleaning. Staff were able to give a good account of how to disinfect and clean equipment. Together, this improved the levels of safety for people receiving support.

While the laundry area was restricted in size, the provider had safe systems in place and was following appropriate guidelines to ensure the safe management of infected linen. Staff were able to demonstrate a very good understanding of the actions required to manage contaminated laundry. As a result, the risk of cross infection in the event of an outbreak of COVID-19 was reduced.

The provider ensured that regular staff testing was taking place in line with best practice. The provider had in place a very good system for checking the quality of infection control and management of the service provided. This meant that any issues were responded to quickly and there was a consistency in the level of care and support that people received.

We were reassured that the service's infection control practices supported a safe environment for both people experiencing care and staff.

7.3 Staffing arrangements are responsive to the changing needs of people experiencing care

There was highly visible leadership in the service. There were ample staff to respond appropriately to the needs of the individuals. The effective teamwork ensured the service had overcome the difficulties experienced at the beginning of the pandemic. Staff felt very well supported by the management. Staff reported very good access to staff support services should they feel the need to use them. This contributed to the positive wellbeing of staff to continue to provide high standards of personalised care for people.

Staff were seen to practice proper social distancing. Staff were supporting people who were isolating in their bedrooms very sensitively and according to the guidelines to maintain good infection prevention and control. There was very good oversight and support of these new residents who were isolating for 14 days. These measures helped to keep everyone safe in the home.

Staff were properly trained in infection prevention and control and the management used a range of methods to ensure staff understood the guidance and maintained high standards in supporting people safely. There was a very well-practised weekly staff testing regime in place with most staff being tested weekly. These measures all contributed positively to the team working well together to meet the needs of the individuals. We were confident that the staffing arrangements are responsive to the changing needs of people experiencing care.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	5 - Very Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	5 - Very Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	5 - Very Good

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