

Heathwaite Care Homes Limited

Twin Oaks

Inspection report

Victoria Road
Windermere
Cumbria
LA23 2DL

Tel: 01539448994

Date of inspection visit:
06 May 2021

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23 June 2021

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Twin Oaks is a residential home providing accommodation for up to seven older adults. There were two people in residence when we inspected. The home is situated in a residential area of Windermere. The registered manager and her husband are directors of the company that provides the care. They both work in the home and employ one member of staff.

We found the following examples of good practice.

There were suitable arrangements in place for relatives to visit. Visitors were happy to visit outside of the home and preferred to visit at a distance. The registered manager said that if any relative wanted to visit inside the home then lateral flow tests and personal protective equipment [PPE] would be made available.

The home had suitable stores of PPE and we saw the two team members wearing suitable PPE. There was a simple cleaning schedule in place and suitable cleaning materials to combat bacteria and viruses. We walked around the home and found it to be clean, fresh and orderly in all areas.

The providers and the staff member were tested weekly and the service users had been tested every month. Staff and service users had all received two vaccines against Covid-19. The home had remained free of the virus throughout the pandemic.

The team had received recent training and the registered manager ensured that they kept up to date with current good practice. Simple, yet effective policies and procedures were in place.

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

Twin Oaks

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 6 May 2021 and was announced.

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 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.

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