

Magicare Limited

Priscilla Wakefield House

Inspection summary

CQC carried out an inspection of this care service on 14 August 2020. This is a summary of what we found.

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Priscilla Wakefield House is a 'care home' with nursing. The care home accommodates up to 117 people who require nursing care. There are five units in the service. Copperfield and Havisham are units for people requiring nursing care; Nickleby for residential care. Dorrit unit for people living with dementia and requiring nursing care and Pickwick for younger adults who may have dementia, brain injury or a physical disability and who require nursing care and rehabilitation. At the time of our inspection there were 111 people living at the home.

We found the following examples of good practice.

The provider maintained good infection control practices before entering the main area of the building. Visitors were asked to complete a Covid19 questionnaire and sign a disclaimer. On entering the building visitors were guided to a designated area where they were asked to dispose of any mask or gloves not in their original packaging. There were hand washing facilities and personal protective equipment available, including disposable gloves, masks and aprons, also visors for face protection. The provider had introduced an electronic checking in system to help reduce the spread of infection.

People were supported to have visits and keep in touch with their loved ones and friends. We observed one person enjoying a virtual conversation using an iPad with their family members, the person was smiling happily. Calls were organised and timeslots arranged for people to receive and make calls. Visits were staggered and took place in a large room with a portable screen to allow appropriate social distancing rules.

The provider supported staff with training in infection control in relation to Covid19 and the appropriate use of PPE, including donning and doffing of PPE. We observed correct disposal and wearing of PPE during our visit.

Arrangements were in place for people admitted to the service, including self-isolation and testing on entering the service. The provider had arrangements for regular testing of staff and people

using the service.

The provider had policy and procedures related to infection control and Covid19.

Staff identified as being in high risk groups for contracting Covid-19 were aware of what to do to minimise the risks to them. The registered manager told us staff from high risk groups such as black, Asian and minority ethnic (BAME) communities were risk assessed.

Further information is in the detailed findings below.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning **03000 616161**