

GP CARE Services Limited

The Willows

Inspection report

Broad Lane
Rochdale
OL16 4PP

Tel: 01706906940

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02 December 2020
07 December 2020

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Ratings

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

Summary of findings

Overall summary

The Willows is a residential care home which can provide personal care to 21 people. At the time of the inspection there were 16 people living in the home.

We found the following examples of good practice.

Staff managed infection control well. The service carried out regular cleaning of resident bedrooms and communal areas to prevent the spread of infection.

Health professionals visiting the home had their temperatures taken and were encouraged to wear new PPE upon arrival. There was scheduled cleaning taking place before and after a professional's visit.

Staff were seen to be following the current government guidance in relation to the personal protective equipment (PPE) being used and engaged fully in the testing for COVID-19. PPE was available in all areas where staff may need to access it.

Staff trialled the use of different types of visors and masks in conjunction with the local IPC team, to determine which were the most suitable for the residents.

People living at the home were supported to maintain contact with their families and friends via video technology and also received regular updates from the management team.

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

The Willows

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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 2 December 2020 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.