

3A Care (Solihull) Limited

# Willow Grange Care Home

## Inspection report

119 St Bernards Road  
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Solihull  
West Midlands  
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Tel: 01217080804

Date of inspection visit:  
16 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

Willow Grange Care Home provides accommodation and personal care for up to 46 older people. At the time of our visit 29 people lived at the home. Some of those people lived with dementia.

We found the following examples of good practice.

- A Covid-19 protocol was in place. The protocol detailed the safe practice requirements of visitors during the pandemic to ensure visits took place in line with current guidance.
- People were supported to maintain contact with people who were important to them in a variety of ways. For example, frequent video calls. A social media page was used to share updates and photographs of what had been happening within the home with people's family members and the local community.
- Information about Covid-19 had been shared with people who lived at the home. In response some people chose to wear face masks to keep themselves safe.
- Weekly bible reading sessions took place which supported people to practice their religion. This had a positive impact on people's wellbeing during the pandemic and was of paramount importance because people's places of worship were closed at the time of our visit.
- Furniture in communal areas had been rearranged to encourage people to social distance safely.
- Staff did not wear their uniforms outside of the home to minimise the transmission of Covid-19. Staff uniforms could be laundered at the home.
- The risks of staff using public transport had been explored to increase their safety. Accommodation was available for staff to remain at the home between their shifts.

## 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**

# Willow Grange 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 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 16 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.