

Maria Mallaband Limited

Willowbank Nursing Home

Inspection report

5-7 Barwick Road
Leeds
West Yorkshire
LS15 8SE

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Date of inspection visit:
10 January 2022

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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

Willowbank nursing home is a care home in Leeds. People in care homes receive accommodation and personal care as a single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection. There were 30 people using the service at the time of the inspection.

We found the following examples of good practice.

We saw prominent and clear infection prevention control (IPC) signs reminded everyone at the point of entry and throughout the home about procedures for infection control.

The home was very clean. We saw evidence of cleaning records to support the cleaning process around the home.

Staff were seen to be correctly wearing personal protective equipment (PPE).

The home was accessing regular testing for both staff and residents. We saw evidence of this on inspection.

Risks in relation to visitors had been assessed and action taken to ensure visits were still in place at the service and through skype calls as well as window visits. The registered manager told us, "It is really important for people that they still continue to see or speak with their families."

Staff said they had been well supported by the registered manager during the pandemic and had been kept up to date with all the Government changes in guidance. One member of staff said, "Yes our manager has been great, really supportive." The registered manager went on to say how well the staff had continued to work throughout the pandemic.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Willowbank Nursing 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 10 January 2022 and was announced. We gave the service 1 day notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures. The home had used agency staff where required.

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.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. Upon entering the service, a valid Covid pass was requested and checked.