

Voyage 1 Limited

# Willowbrook

## Inspection report

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Date of inspection visit:  
03 March 2022

Date of publication:  
23 March 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Willowbrook is a residential care home that can provide personal care for up to six people with an acquired brain injury or associated needs and specialises in rehabilitation. At the time of the inspection visit there were six people in residence.

We found the following examples of good practice.

The provider had systems in place to manage an outbreak of COVID-19. Information produced in easy read format about COVID-19 and infection prevention and control practices was displayed throughout the home. This included the use of personal protective equipment (PPE) and hand washing guidance.

The provider was following government guidance regarding visiting arrangements. Information about visiting was clearly displayed in the home in easy read format. Visiting guidance had been shared with people's family members. All visitors were required to show a negative lateral flow test, completed a health screening form, had their temperature checked and wore PPE, which included a face mask before entering.

Staff were trained and followed safe infection prevention and control procedures, including the wearing and disposal of PPE including face masks and regularly sanitising their hands. The provider had ensured visors, goggles and disposable sleeves were available for staff to use. PPE stations were placed outside rooms where people were isolating. We saw there was a good supply of PPE within the home and staff used it in accordance with the most up to date guidance.

Safe admission processes were in place to support people being admitted to the service. Risks to people had been assessed which considered the impact of COVID-19. People were risk assessed regarding the testing and vaccinations, and best interest procedures were followed.

The service was clean. We observed increased cleaning of high touch points were in place. Cleaning schedules and recording documents were completed regularly. Internal infection control audits were undertaken.

Staff were kept up to date with specific government guidance in the management of COVID-19. Staff engaged in a programme of regular COVID-19 testing.

We undertook this inspection at the same time as CQC inspected a range of urgent and emergency care services in Leicester, Leicestershire and Rutland. To understand the experience of social care providers and people who use social care services, we asked a range of questions in relation to accessing urgent and emergency care. The responses we received have been used to inform and support system wide feedback.

## 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**

# Willowbrook

## **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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 3 March 2022 and was announced. We gave the service 24 hours' 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

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.
- The provider was following government guidance regarding visiting arrangements. People told us they were happy that their family members could visit them in the service.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.