

Victorguard Care Limited

# Willow Bank Care Home

## Inspection report

Willow Bank Care Village  
Bell Dean Road  
Bradford  
West Yorkshire  
BD15 7WB

Tel: 01274889275

Website: [www.victorguardcare.co.uk](http://www.victorguardcare.co.uk)

Date of inspection visit:  
27 May 2021

Date of publication:  
03 June 2021

## Ratings

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

# Summary of findings

## Overall summary

Willow Bank Care Home is a residential care home providing accommodation and personal care for older people. The home is purpose built and can accommodate up to 59 people over two floors. At the time of the inspection there were 34 people living at the home.

We found the following examples of good practice.

The home had a clear system in place to support relatives and friends to visit people. Government guidance was being followed to support safe visiting. Visitors were required to complete a COVID-19 test before visiting and wear PPE.

The provider had appropriate arrangements for vaccinating and testing staff and people. There was a designated clinical lead who coordinated this.

The premises were clean and communal areas were spacious and well ventilated. Staff followed detailed cleaning schedules to ensure all areas of the home were regularly cleaned. The provider had made changes to the environment to support people to social distance. This included creating additional communal lounge, dining and quiet areas on the first floor.

We observed staff wearing the appropriate levels of personal protective equipment. Regular checks were carried out to ensure staff were following guidance including observations of how they were washing their hands and following infection prevention and control guidelines.

The registered manager told us the staff team had been supported by the provider with regular team meetings and access to well-being networks. The provider had up to date infection prevention and control procedures and regular quality checks were in place.

## 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 Bank 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 the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 27 May 2021 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.