

Culpeper Care Limited

Willow Tree Nursing Home

Inspection report

12 School Street
Hillmorton
Rugby
Warwickshire
CV21 4BW

Tel: 01788574689

Website: www.willowtreenursinghome.co.uk

Date of inspection visit:
31 January 2022

Date of publication:
02 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

Willow Tree is a care home that provides personal and nursing care for up to 47 people. The accommodation was established over two separate units. One unit of the home was designed to be people's long-term home. A second unit was designed to accept people on a short-term basis directly following a stay in hospital, whilst they waited to be moved to a more permanent home and completed an isolation period following potential exposure to COVID-19.

In the main home there were a number of communal areas, including lounges and dining areas. In the separate short term care unit there were no communal spaces, people spent time in their own rooms with en-suite facilities.

In the main home the provider ensured current government guidelines in relation to COVID-19 were being followed by staff and visitors to reduce the risk of infection to people living at the home. This included comprehensive checks for professional visitors on arrival. However, in the separate short-term unit, the provider had failed to ensure these checks always took place. In addition, the provider had not arranged visiting for people in the unit, for essential care givers to support their relations. Guidance was shared with the provider to ensure improvements were immediately made.

We were assured that this service met good infection prevention and control guidelines.

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 Tree 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 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.

The service had been identified for use by the Local Authority as a potential designated care setting for people discharged from hospital with a positive COVID-19 status. This targeted inspection was to ensure that the service was compliant with infection prevention and control measures.

This inspection took place on 31 January 2022 and was announced. We gave the service 2 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.

Visiting in care homes

- People who lived in the main home of Willow Trees were able to have visitors, in accordance with government guidance.
- The provider was not facilitating visits for people living in the isolation unit of the home in accordance with the current government guidance. People who had tested positive for COVID-19 were isolated to their bedrooms, however where people did not have positive COVID-19 test, they were not allowed to receive visitors. Following our inspection visit the provider told us government guidance would be followed in all areas of the home.

How well are people protected by the prevention and control of infection?

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 not always meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. We found the provider was not always following government guidance regarding the checking of professionals who visited the isolation unit of the home, were fully vaccinated against COVID-19. Following our feedback the provider implemented government guidance in all areas of the home.

We have signposted the provider to government guidance to develop their approach.

- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.