

Mrs L Woodstock and M Duke

The Willow

Inspection report

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Date of inspection visit:
19 January 2022

Date of publication:
27 January 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Willow is a residential service registered to provide accommodation and personal care to people aged 65 and over. The main site comprised of people's living spaces and shared areas with the adjacent office space. At the time of our visit 11 people lived at the service and the service was fully occupied.

We found the following examples of good practice.

The provider had measures in place to ensure safe visiting and these included presenting a proof of a negative lateral flow device test's result and a proof of vaccination against COVID-19. Infection control procedures were explained to visitors on arrival and they were provided with the appropriate personal protective equipment (PPE), if required.

People were supported to see their relatives, either at the service or by using a dedicated 'pod' situated outside the service's main entrance. Staff ensured people were able to stay in touch with their families via video calls or phone calls if preferred.

Staff received training in infection prevention and control and in correct use of PPE as well as handwashing techniques. The provider ensured there was a stock of appropriate PPE available and there was a regular COVID-19 testing regime for both, the people and the staff.

The management team praised their team and the commitment of the staff and told us, "We've got the best team." Risk assessments had been carried out with staff around their personal circumstances or health conditions and where needed additional support had been put in place.

There was a safe system of ensuring any new admissions were only possible after a confirmed negative result of the COVID-19 test was received.

People were supported to continue with their chosen activities that involved leaving the service and the provider gave us examples how they worked with partners to ensure people's safety when doing so.

The registered manager reported good support from the local health professionals.

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.

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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 19 January 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.
- 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.