

# Methodist Homes Willowcroft

## Inspection report

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Date of inspection visit:  
03 December 2020

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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

Willowcroft is situated in Spondon, Derby and is owned by Methodist Homes. Willowcroft is registered to provide personal care and accommodation for up to 60 older people. The service can support people that are living with dementia. At the time of the inspection 57 people were using the service.

- A COVID -19 screening questionnaire and track and trace details was required for all visitors, to complete upon entry. Temperature checks, hand washing facilities and hand gel were in place to comply with the required guidance.
- A pod was in place to enable visitors to see their relatives through a protective screen. The pod was accessed through patio doors which meant visitors did not have to walk through the home. People were also supported to contact their relatives and friends through video calls and telephone calls.
- Enhanced cleaning schedules included regular cleaning of touch areas such as handrails and door handles. This reduced the risk of cross infection.
- The service consisted of four separate units. Staff did not work across different units. They changed into and out of their uniforms at work. This reduced the risk of infection spread.
- Staff had received additional training in infection prevent and control and the use of Personal Protective Equipment (PPE).
- Staff were observed wearing PPE appropriately.
- Staff employed by the service did not work in any other care setting. This meant the risk of cross infection was reduced.
- Agency staff were not required at the time of the inspection. The registered manager told us, if agency were needed the service used one agency. These staff would be risk assessed and receive testing weekly.
- Staff and people living in the service accessed regular testing for COVID -19. This meant action could be taken swiftly if anyone developed symptoms or had a positive test result.
- The infection prevention and control policy was up to date.
- People and staff had risk assessments in place to identify their individual risks associated with COVID -19. We saw protective measures were in place to keep people and staff safe.

Further information is in the detailed findings below.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

**Inspected but not rated**

Further information is in the detailed findings below.

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# Willowcroft

## **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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 3 December 2020 and was unannounced.

# Is the service safe?

## Our findings

S5□ How well are people protected by the prevention and control of infection?

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