

Hatzfeld Care Limited

Willis Lodge Care Home

Inspection report

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27 January 2022

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Ratings

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

Overall summary

Willis Lodge is a residential care home providing accommodation and personal care to 32 adults of all ages at the time of the inspection. The service can support up to 37 people. The service provides support primarily to people with mental health needs.

We found the following examples of good practice.

The provider ensured people living at Willis Lodge had regular access to friends and family. Visitors must comply with strict entrance criteria such as evidence of a negative LFT result prior to entering the home. Wherever possible, visits took place away from communal areas to reduce the risk of the spread of COVID-19.

We observed staff wearing PPE as required. The layout of communal areas enabled social distancing to take place. Staggered mealtimes were introduced to reduce the number of people being in one room. Rooms were well ventilated with fresh air throughout the home.

Safe isolation procedures were in place to protect others from the risk of infection should the home experience an outbreak of COVID-19. PPE stations were placed at regular intervals throughout the home. Appropriate procedures were also in place to dispose of used PPE safely. We observed staff doing so.

The provider had processes in place that ensured the safe admission of new people to the home. Evidence of vaccinations and recent LFT and/or PCR test results were a requirement of entry. Further testing was carried out. When a negative test result was received, people were free to join others in communal areas.

It was acknowledged isolation for people living with a mental health condition could be problematic. For those people, specific staff were assigned to support them and were ready to identify any potential risks. Easy-read posters were placed around the home offering guidance and information for people who may have difficulties understand more complex information.

There were ample supplies of PPE at the home. The provider had a regular supply and would be ready if there was an outbreak of COVID-19.

A robust testing regime was in place. All staff and people living at the home were tested regularly and in accordance with government guidance.

Regular cleaning of all touch points and other key areas was carried out throughout the day. The home was visibly clean and tidy.

There were enough staff to support people safely and to cover any staff holidays, sickness and COVID-19 isolation. Where needed, regular agency staff provided cover for shifts. Compliance with provider COVID-19

and infection control policies and procedures was required before commencing their role.

The provider considered staff member's wellbeing. A variety of initiatives were in place to support staff whose mental health and wellbeing may have been affected by the pandemic. This included an increase in rates of pay and access to counselling services.

The provider had assessed the impact of potential 'winter pressures' and acted accordingly. Regular COVID-19, outbreak and other related audits were carried out to help identify any areas of concern. Action plans were in place and reviewed.

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

Willis Lodge 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 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 27 January 2022 and was announced. We gave the provider 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 registered manager ensured people were able to see their visitors in such a way that did not increase the risk of the spread of infection throughout the home. People's individual needs had been assessed, and the impact of not seeing visitors would have on their wellbeing. Action had been taken by the registered manager to the reduce the risk of people experiencing social isolation and loneliness.

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.