

The Willows Care Home (Shepshed) Limited

The Willows

Inspection report

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20 November 2020
26 November 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

The Willows is a care home which provides accommodation to up to 60 people who require nursing and personal care. There were 39 people using the service at the time of inspection.

We found the following examples of good practice.

- The provider had identified a specific area within the home to ensure effective use of cohorting and zoning for people who were discharged from hospital with COVID-19. That meant people had rooms and facilities in a certain area of the home and were cared for by a dedicated staff team who only worked in that area. This reduced the potential for the infection to spread.
- The provider ensured supplies of personal protective equipment (PPE) were available. This included different levels of PPE equipment such as masks, aprons, gloves, gowns and eye protection. We observed staff using this appropriately in line with national guidance.
- There was a detailed process for people being admitted into the service. Visitors were admitted through the main entrance and everyone was temperature tested, completed hand disinfection and completed a declaration of health prior to entering the home.
- Staff received training and were observed washing their hands regularly by a nurse. This was to assess their competency and to ensure staff were washing their hands effectively, to reduce transfer of infection. Where hand washing facilities were not available, hand sanitising stations were located in areas of the service.
- The provider participated in regular COVID-19 testing for staff. That ensured action could be taken swiftly to reduce the potential spread of infection if a positive test was returned.
- There were increased cleaning schedules in place which meant higher risk areas were regularly disinfected.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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?

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

Inspected but not rated

The Willows

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

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

This inspection took place on 19 and 26 November 2020 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.