

Green Willow Care Limited

# Green Willow Care Home

## Inspection report

21/23 Vicarage Lane  
East Preston  
Littlehampton  
West Sussex  
BN16 2SP

Tel: 01903775009

Date of inspection visit:  
17 February 2021

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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

Green Willow Care Home provides accommodation and care for up to 31 older people. At the time of our visit, there were 20 people in residence. Accommodation is over two floors, accessed by a lift, and includes communal lounges and a dining room. There is a large garden which people were involved in designing and maintaining.

We found the following examples of good practice.

People had been supported to use technology to keep in touch with family and friends. Staff had encouraged people to learn to use video calling applications independently. A representative of the provider told us, "Many can answer calls themselves and can start the phone calls. Watching them progress with it and get more used to it has been really amazing". Staff had helped one person celebrate their birthday by cutting the cake during a video call with family members from around the world. Each bedroom had a telephone point if people chose to have their own line.

To promote safe visiting for people and their relatives, the provider had converted a bedroom into a visiting 'pod'. The pod had floor to ceiling screens and was accessed by visitors from outside. There was an intercom to aid hearing and communication.

When a person was admitted to the service, they were required to spend 14 days isolating in their room. The provider had made an 'isolation pledge' to try and make this a positive time. Staff used the time as an opportunity to get to know the person and to tailor their care according to their wishes and preferences. Bedrooms used for isolation had garden access and staff supported people to walk in the garden and enjoy fresh air.

During our visit, people were busily engaged and appeared to be enjoying their activities and each others' company. The wellbeing lead had started individual scrapbooks as a record of what people had been doing. She told us, "I have used them to perk people up, it brings back lots of lovely memories". Relatives had posted positive feedback online, one wrote, 'I love the way the staff have been creative in thinking of great activities to do at this time.' Another, 'At this difficult time, they are all doing a brilliant job keeping everyone safe and going the extra mile to keep people entertained and cared for.'

Staff felt well supported. The manager and senior staff were completing courses in mental health to further their knowledge. All staff had completed 'wellbeing assessments' which looked at their triggers, how they might present when stressed and how they would like to be helped. Staff said this had really helped them to understand one another and had brought them closer as a team.

Staff monitored residents with the aim to detecting any early symptoms of Covid-19. These checks included twice daily temperature checks. Staff had been trained to use an Oximeter, this gives a reading of oxygen saturation levels in a person's blood and is useful when discussing a person's support needs with healthcare

professionals.

The manager had clear procedures for infection prevention and control in place, which were understood and followed by staff. Staff were required to change on-site and uniforms were laundered at the home. All staff had received additional training in infection prevention and control and had completed a competency check for the donning and doffing of PPE.

## 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**

# Green Willow 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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 17 February 2021 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.