

# Hatzfeld Care Limited

# Willowgarth

## Inspection report

Willowgarth Care Home  
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24 February 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

Willowgarth is a care home providing personal care and accommodation for up to 68 people, who have mental health needs, some of whom are over 65. At the time of the inspection 67 people were living at the service.

We found the following examples of good practice.

The service was facilitating visits for people in line with current government guidelines and had been facilitating visits via a 'pod' in the peak of the pandemic. This meant that visiting could continue in a safe way reducing the risk of spreading infection.

The service was clean and had invested in adoptions to the building which allowed for more effective cleaning. Renovation work remained ongoing.

The service had empowered people and provided education and support regarding safe and good practice for use of Personal Protective Equipment (PPE) and handwashing.

## 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**

# Willowgarth

## **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 Thursday 24 February 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 somewhat assured that the provider was accessing testing for staff.
- We were assured that the provider was using PPE effectively and safely.
- 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.

### Visiting in care homes

The service were facilitating visits aligning to current government guidance. The service had invested in a visiting pod to facilitate visitors during the pandemic whilst reducing the risk of spreading infection. People told us that they had greatly appreciated this being available.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.
- The provider could not always assure that all staff had tested before a shift commenced. The service had

evidence of staff testing regime but did not have an effective method which identified when results had not been obtained. The provider has agreed to adapt their systems to ensure this information is captured.

We have also signposted the provider to resources to develop their approach.