

Mission Care

Willett House

Inspection report

10 Kemnal Road
Chislehurst
Kent
BR7 6LT

Tel: 02084028224

Website: www.missioncare.org.uk

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18 March 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

Willett House is a residential care home providing personal and nursing care to 36 adults and older people at the time of the inspection. The service can support up to 37 people in one adapted building and specialises in providing care to people living with dementia.

We found the following examples of good practice.

The provider had modified a lounge by adding a visiting pod with intercom, and a designated area where visitors were tested for COVID-19. There were hand washing facilities at the entrance of the home and visitors were required to wash their hands before entering. They were supported to follow national guidance on wearing personal protective equipment (PPE) and social distancing. People were supported to speak to their families on the phone or via video call. The provider had introduced virtual consultations to reduce the need for external visitors to the home.

People were supported to maintain social distancing whilst in communal areas. There was adequate stock of PPE and hand sanitiser at strategic locations around the home. Staff were provided with a clean uniform and a place to change when they came on duty. We observed staff wearing appropriate PPE throughout our visit.

The provider had arrangements in place to test both people and staff for COVID-19, in line with the current guidelines on testing.

The provider had clear protocols for people who were infected with COVID-19, and for people who had been admitted to the home from hospital or the community.

Staff who were more vulnerable to COVID-19 were supported and risk assessed to ensure staff they and the people they supported remained safe.

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

Willett House

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 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 18 March 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.