

# Oldham Care and Support Ltd

## New Willow House

### Inspection report

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09 February 2022

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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

New Willow House provides a short stay respite service for adults with a learning disability. The home is a two storey building with several adaptations to meet the needs of people who use the service. Accommodation comprises of four bedrooms and spacious communal areas.

We found the following examples of good practice.

The service had updated their policies and procedures to ensure infection prevention and control (IPC) processes were robust. Staff completed IPC training and were observed to be wearing the correct personal protective equipment (PPE) and following best practice.

Staff had designated areas for donning and doffing PPE, however, one of the donning stations was not suitable for infection control. The registered manager agreed to change the donning station to a more suitable area.

The service was clean and hygienic throughout. Staff had access to cleaning products and cleaning schedules were in place. Infection control audits took place to ensure the home remained clean and well maintained.

There were robust visiting protocols in place to ensure the provider was preventing visitors from catching and spreading infections. Visitors needed to take a lateral flow device (LFD) test and were provided with the necessary PPE upon entry to the home.

Staff were involved in regular COVID-19 testing and the provider made sure they were following the recent legal requirement for all staff and relevant visitors, such as health and social care professionals, to have had the COVID-19 vaccine.

## 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**

# New Willow 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 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 09 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 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 provider implemented visiting arrangements in line with government guidance.

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.

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

- Staff had designated areas for donning and doffing PPE, however, one of the donning stations was not suitable for infection control. The registered manager agreed to change the donning station to a more suitable area.