

Methodist Homes

Willersley House

Inspection report

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16 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

Willersley House is a residential care home that provides support and accommodation for up to 34 older people. At the time of the inspection, 32 people were using the service. The home is split over three floors with communal areas and bathrooms around the building. People had their own bedrooms and en-suite facilities were available.

We found the following examples of good practice.

The provider had put in place safe visiting processes which followed government guidance. Visitor protocols guaranteed anyone entering the service received a lateral flow coronavirus test prior to entry, was temperature tested and provided with personal protective equipment (PPE) to remain safe during their visit.

People were supported to maintain important relationships with their families and friends. The service had visiting areas and a booking system supported staff to appropriately clean areas between use. Processes were in place to enable people to receive visitors at the end of their lives.

Changes had been made to the service to ensure people could practice their religion safely. This included arranging furniture to promote social distancing. Staff were mindful of social distancing and wore personal protective equipment (PPE) when it could not be maintained.

Staff were trained in the use of PPE and used it appropriately. The management team regularly monitored PPE use to ensure staff had the relevant skills and knowledge.

People were admitted to the service safely. Isolation processes were implemented for people new to the service and if people displayed symptoms of COVID-19 or received a positive test result. Staff and people using the service were regularly tested for COVID-19.

The service was clean and tidy. Extra cleaning was regularly completed and focused on frequently touched areas to help reduce the risk of infection.

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

Willersley 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 16 March 2021 and was announced.

Is the service safe?

Our findings

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.