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The Willows Nursing and Residential Home

Inspection report

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Date of inspection visit:
20 January 2022

Date of publication:
03 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Willows Nursing and Residential Home is a residential care home providing personal and nursing care to up to 57 people. At the time of our inspection there were 35 people living at the home. Accommodation is provided over three floors with communal lounges and dining areas.

We found the following examples of good practice

- Safe staffing levels were maintained at the service. All staff had completed external health service led training in relation to infection prevention and control (IPC) and correct use of personal protective equipment (PPE), including donning and doffing.
- Regular refresher training sessions were held with the in-house trainer who also completed regular competency checks.
- Robust systems were in place to ensure safe visiting, including checking vaccination status of professionals attending the service. Comprehensive information was provided to all visitors to ensure they were familiar with the service's IPC procedures and PPE policy.
- Cleaning schedules were in place and frequently audited to ensure the equipment and premises were clean. High touch areas were cleaned at least four times every 24 hours with appropriate cleaning products.
- Policies, procedures and risk assessments in relation to COVID-19 were up to date and reviewed regularly.
- Where government guidance had changed the provider had systems in place to ensure this information was shared with the registered manager in a timely manner, who then communicated these changes to staff, people and their relatives.

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

The Willows Nursing and Residential 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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 20 January 2022 and was unannounced.

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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.