

West Berkshire Council

Willows Edge

Inspection report

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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

Willows Edge is a care home providing personal and nursing care to people aged 65 and over. The service can support up to 39 people and on the day of our inspection there were 21 people living at Willows Edge, across three floors.

We found the following examples of good practice.

The service collaborated closely with multi-disciplinary teams and hospital discharge teams to ensure people were admitted into the home safely. Staff followed guidance to ensure visitors were prevented from catching and spreading infection. The registered manager openly shared information with friends and family about any infections, so they could understand decisions regarding visiting and any restrictions.

The provider was committed to ensuring the mental wellbeing of people during the pandemic, by enabling them to remain in contact with those who were important to them. For example, an internal, mobile perspex pod had been installed in a visiting room, only accessible through an external door, to reduce the risk of infection.

Staff worked with family members and community professionals to protect people identified to be experiencing low mood and anxiety, from the risks associated with social isolation. Effective partnership working with occupational therapists had promoted people's independence and increased their mobility. This helped to mitigate the risks of deconditioning occurring to frail, older people, whose normal activities had been curtailed by the pandemic.

People who were living with dementia experienced associated sensory impairments. Staff had collaborated effectively with the local authority Sensory Needs Team to implement additional/alternative resources to improve people's quality of life during the pandemic. Staff ensured effective communication was promoted and facilitated by using visual aids and prompts.

Staffing was maintained at a level significantly above that shown to be required by the provider's staffing needs analysis. This enabled staff to be designated to specific floors and reduce the risk of infection. The provider also deployed additional contract cleaning staff, to concentrate on high risk and high touch areas, immediately following staff contact, to reduce the risk of infection.

The provider had worked effectively in partnership with the local authority clinical commissioning group (CCG). The registered manager had acted upon the recommendations and guidance of the CCG infection prevention and control specialist nurse, to improve standards of practice to keep people 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?

Inspected but not rated

Further information is in the detailed findings below.

Willows Edge

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 12 January 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.