

Assure HealthCare Group (South) Ltd

Willow Brook

Inspection report

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Date of inspection visit:
11 January 2022

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Willow Brook is a registered care home that provides care and support for up to five people who may have mental health needs, a learning difficulty or physical support needs. We carried out our visit 11 January 2022. At the time of our inspection there were five people using the service.

We found the following examples of good practice.

- Staff received relevant infection control and prevention training and adhered to good practice around using personal protective equipment.
- The home was purpose built and well laid out to facilitate isolation and social distance when required.
- An appropriate PCR testing programme was in place for both staff and people using the service.

We were some what assured that this service met good infection prevention and control guidelines.

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

Willow Brook

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 11 January 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 somewhat 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 somewhat assured that the provider was admitting people safely to the service.
- We were somewhat 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.
- The provider had a system in place to assess each resident for the development of a temperature or COVID-19 symptoms.
- We received some conflicting information about visiting restrictions from the management team. We therefore spoke to people's relatives, and while most relatives told us they were able to visit, one relative said they felt they had not been allowed to visit recently. We discussed the current government visiting guidance with the management team, who apologised for any confusion and demonstrated they understood their responsibilities and were facilitating visits for people living in the home in accordance with guidance. They told us they were contacting people's relatives to ensure they understood they could visit if they wished to.

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.
- The provider had not carried out individual risk assessments to assess the risk of COVID-19 in relation to each staff member taking into account their known vulnerabilities, such as an underlying health condition or pregnancy. We advised the deputy manager to carry out these risk assessments to protect staff.
- One person using the service had a fear of staff using face masks when providing their care. There was no risk assessment in place to protect both the person and staff providing their care. The deputy manager

advised, following the inspection, that clear face masks had been purchased.

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