

Macc Care (Willenhall) Limited

Willow Rose Care Home

Inspection report

10 Stroud Avenue
Short Heath
Willenhall
WV12 4ET

Tel: 01922270920

Date of inspection visit:
28 January 2022

Date of publication:
18 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

Willow Rose Care Home is a residential care home that was providing personal and nursing care to 46 people, some living with dementia, at the time of the inspection. The service can support up to 73 people across three separate units.

At the time of this inspection, we did not look at the whole service, we solely inspected the areas that had been identified for the designated setting, to accommodate four people. No people were living in this area of the home at the time of inspection.

We found the following examples of good practice.

People admitted to the unit, identified for the designated setting, would be able to self-isolate in line with current guidance.

People would be supported by a cohort of staff who would work solely on the self-contained unit during their shift.

People who had tested positive for Covid-19 could access the home through a separate entrance.

The cohort of staff assigned to the designated setting could access and exit the home through a separate entrance.

People would be supported to communicate with their relatives through window visits, telephone and video calls and there were processes in place to accommodate visits should the need arise.

People had access to their own individual full en-suite facilities which reduced the risk of transmission of infection.

People would be supported by staff wearing Personal Protective Equipment (PPE) in line with current guidance and fully trained in infection prevention and control.

Infection prevention and control audit checks have been reviewed and put in place to make sure any shortfalls would be identified promptly and quickly addressed.

Risk assessments identified staff who were disproportionately at risk of Covid-19 and appropriate action taken to maintain their safety.

We were assured that this service met good infection prevention and control guidelines as a designated care setting

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 Rose Care 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.

The service had been identified for use by the Local Authority as a designated care setting for people discharged from hospital with a positive COVID-19 status. This targeted inspection was to ensure that the service was compliant with infection prevention and control measures.

This inspection took place on 28 January 2022 and was announced. We gave the service 12 hours' notice of the inspection.

Is the service safe?

Our findings

We have not changed the rating of this key question, as we have only looked at the part of the key question relating to staffing and the prevention and control of infection.

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.
- The provider's approach for people visiting their family member in the home was 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.