

Green Range Limited

The Willows Care Home

Inspection report

2 Tower Road
Worcester
Worcestershire
WR3 7AF

Tel: 0190520658

Date of inspection visit:
12 January 2021

Date of publication:
23 February 2021

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

The Willows is a care home providing personal care and accommodation to older people including those living with dementia. The home can accommodate up to 17 people and at the time of inspection nine people were living at the home.

We found the following examples of good practice.

The home operated a booking system when open for visitors and limited visits to one per day. The garden was used when the weather was more favourable and a large indoor room which allowed space to socially distance.

Prominent signage was displayed throughout the home as a reminder for staff and visitors on practices to promote good infection control including wearing Personal Protective Equipment (PPE) and hand washing.

An isolation zone and staff changing room had been identified for use in the event of future outbreaks.

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 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 12 January 2021 and was unannounced.

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 promoting safety through the layout and hygiene practices of the premises.
- Improvements were needed in using PPE effectively and safely. Some staff had not received PPE training and their competency in donning and doffing PPE correctly was not monitored.
- The provider accessed testing for staff and people using the service. However, the registered manager did not follow guidance for one staff member who was advised to self isolate.
- Staff had not received specific COVID19 training and the registered manager was unclear on best practice, guidance and training available. Improvements were therefore needed to ensure infection outbreaks could be effectively prevented and managed.
- Improvements were needed to ensure the provider's infection control policy was implemented effectively. This is because policies and government guidance were not always followed correctly.

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