

St. Martin's Care Limited

# Willow Green Care Home

## Inspection report

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Date of inspection visit:  
30 July 2020  
29 September 2020  
02 October 2020

Date of publication:  
22 October 2020

## Ratings

Overall rating for this service

Requires Improvement 

Is the service safe?

**Inspected but not rated**

Is the service well-led?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Willow Green Care Home is a care home providing accommodation and nursing and personal care for up to 63 people. Care is provided over two floors. At the time of inspection, there were 44 people living at the home.

### People's experience of using this service and what we found

The provider and the management team had taken steps to improve the service and ensure people received safer care. An action plan to address the warning notice carried out by CQC had been implemented. All the requirements of the warning notice had been met.

Quality assurance systems to measure the effectiveness of the service had improved and the management team had a better oversight of the service.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported support this practice.

Infection prevention and control measures were in place. Hand sanitiser and masks were available in reception along with guidance on infection prevention and control procedures. The home had an automated system for checking visitor's temperatures on arrival.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection and update

The last rating for this service was requires improvement (published 26 February 2020). Following our last inspection, we served a warning notice on the provider. We required them to be compliant with Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 by 30 April 2020.

### Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

The service was not always safe.

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Details are in our well-led findings below.

**Inspected but not rated**

### **Is the service well-led?**

The service was not always well-led.

Details are in our well-led findings below.

**Inspected but not rated**

# Willow Green Care Home

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities). At our previous inspection we found widespread and significant shortfalls in service leadership. Leaders and the culture they created did not assure the delivery of high-quality care.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

The inspection team consisted of two inspectors.

#### Service and service type

Willow Green Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

At the time of our inspection the service did not have a registered manager. A registered manager is legally responsible for how the service is run and for the quality and safety of the care provided along with the provider. There was a manager in post who told us they were in the process of applying to be registered with the Care Quality Commission.

#### Notice of inspection

This inspection was announced.

We gave notice of the inspection because we wanted to gather some information before we visited to reduce the time spent in the home due to the risks associated with the Covid-19 pandemic.

Inspection activity started on 30 July 2020. We visited the home on 29 September 2020 and contacted staff and relatives by telephone on 2 October 2020.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection

We spoke with four people who used the service about their experience of the care provided. We spoke with five members of staff including; the director of care and development and the manager. We also spoke with a visiting professional.

We reviewed a range of records. This included four people's care records and multiple medication records. We looked at three staff files in relation to recruitment and some records in relation to the general safety and management of the service.

#### After the inspection

We spoke with two staff and two relatives by telephone.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question. We have only looked at the key question in relation to infection prevention and control. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling 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.

# Is the service well-led?

## Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as inadequate. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We found that the home had made improvements and that the warning notice had been met. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

At the previous inspection we found quality monitoring systems were not effective. At this inspection we found improvements had been made.

- A new manager was in post at the service. The manager is not yet registered but told us they intended to apply to CQC. The manager and the provider's director of care and development had worked closely together to oversee the running of the home.
- Systems in place to monitor the performance of the service had improved. Audits and checks were being completed regularly and to a schedule. Management had improved processes including: recruitment and risk assessments for in the event of a fire.

At our last inspection the provider had failed to issue staff with adequate written guidance to ensure consistent and appropriate support was given. Action had been taken to make improvements.

- The manager and the wider management team had made improvements to the way risks were mitigated. For example, we found medicines had been given safely and guidance for staff was clear, accidents and incidents had been analysed for possible trends and staff were encouraged to reflect to learn from each incident. Mental capacity assessments had been reviewed and there were records to support when people were legally deprived of their liberty.
- Care records had been updated, were accurate and regularly reviewed. Staff had written guidance about how to support people with specific health care needs and were knowledgeable about people's needs.
- People's weight was monitored effectively. A nationally recognised assessment tool was used so staff knew what actions to take in relation to people's weight.