

Willows Care Centre Limited

# The Willows Care Home

## Inspection report

Heathercroft  
Great Linford  
Milton Keynes  
Buckinghamshire  
MK14 5EG

Tel: 01908679505  
Website: [www.excelcareholdings.com](http://www.excelcareholdings.com)

Date of inspection visit:  
24 December 2021

Date of publication:  
04 January 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

The Willows Care Home provides accommodation, personal and nursing care and support for up to 129 people. At the time of our inspection there were 113 people using the service. Lavender Lodge is a separate unit which can care for a maximum of 12 people. This is the area which will house the designated setting.

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

- Safe arrangements were in place for professionals visiting the service. This included a confirmed negative lateral flow test, vaccination against COVID-19, requirement to show a COVID-19 pass, hand sanitisation and wearing personal protective equipment (PPE).
- There were plentiful supplies of personal protective equipment (PPE) throughout the designated setting which included gloves, masks and aprons for people if required.
- There were PPE stations located around the setting and outside bedrooms where people would isolate.
- Staff participated in a daily and weekly testing regime prior to commencing work.
- There was a dedicated staff group who would only work in the designated setting for the duration it remained open.
- Staff had a designated area to change their clothes before, and on completion of, their shift.
- Isolation, co-horting and zoning were used to manage any potential spread of infection. This meant people were admitted knowing they were required to isolate in their bedroom throughout their stay.
- We saw various cleaning and disinfection records which included regular high touch point cleaning to ensure the potential for cross infection was reduced.
- Policies, procedures and risk assessments related to COVID-19 were up to date which supported staff to keep people safe.
- All staff had completed training in relation to infection control, and recently received training about the correct use of PPE including putting on and taking off safely. There were further training refreshers planned to ensure staff knowledge was kept up to date. Spot checks were planned to ensure staff adhered to the training provided.

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

We always ask the following five questions of services.

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

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

**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.

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

This inspection took place on 24 December 2021 and was announced.

## Is the service safe?

### Our findings

- 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.