

# Brookhouse Assets Limited

# Willow Lodge

## Inspection report

15-16  
Moss View  
Ormskirk  
L39 4QA

Tel: 01695579319

Date of inspection visit:  
26 January 2022

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16 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Willow Lodge is a care home providing accommodation with personal care and nursing care for up to 22 people aged 65 and over; some people were living with dementia. At the time of the inspection, there were 13 people living in the service.

We found the following examples of good practice:

Prior to our inspection, we received information of concern about infection prevention and control (IPC) practices at this service. During our inspection, we found the home was odour free but improvements and repairs to the environment were needed. There were designated domestic staff and cleaning schedules were followed. The manager had commenced checks of the environment and cleanliness and shortfalls were being acted on.

There were enough stocks of personal protective equipment (PPE). We observed staff and management were using PPE correctly and there were procedures in place to support staff with its use. Staff had received training in the use of PPE, infection control and hand hygiene and the manager had commenced checks on staff practice to ensure safe IPC procedures were followed. We discussed ensuring all staff received refresher training. Signage was in place to remind staff, visitors and people about the use of PPE, the importance of washing hands and regular use of hand sanitisers.

There were effective processes to minimise the risk to people, staff and visitors from catching and spreading COVID-19. These included regular testing of staff and people living in the home and testing of visitors to the home. Safe visiting processes were followed and the vaccination status of all visitors to the home was checked in accordance with the current guidance. We discussed utilising the role of essential care giver and provided the manager with some guidance in relation to this.

There were sufficient staff to provide continuity of support should there be a staff shortage. Recruitment of additional care and domestic staff was underway. At the time of the inspection, admissions to the service were restricted; the manager was aware of current guidance.

IPC policies and procedures were kept under review. There were safe processes in place to take appropriate action during an outbreak. We discussed how the environment could be utilised more effectively to improve IPC practices with regards to cohorting and isolation. The local commissioners IPC lead nurse was providing advice and support to management and staff.

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

We always ask the following five questions of services.

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

Inspected but not rated.

**Inspected but not rated**

# Willow Lodge

## **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 the Care Quality Commission's (CQC's) response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures.

In addition, we received information of concern about infection prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 26 January 2022 and was announced. We gave the service one days 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 assured the provider was preventing visitors from catching and spreading infections.
- We were somewhat assured the provider was meeting shielding and social distancing rules. We discussed how cohorting and isolation processes could be improved during an outbreak.
- We were assured the provider was admitting people safely to the service. There had been no recent admissions; the manager was aware of current guidance.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were somewhat assured the provider was promoting safety through the layout and hygiene practices of the premises. The home was odour free. There was designated domestic staff and cleaning schedules were followed. However, we noted some areas of the home that needed improvement to reduce the risk of infection. The manager and nominated individual told us they were aware of the improvements needed following the last inspection and additional domestic staff were being recruited. Following the inspection, we were told a 'deep clean' of all areas had been arranged.
- We were somewhat assured the provider was making sure infection outbreaks could be effectively prevented or managed. There were processes in place to take appropriate action during an outbreak; the manager had commenced detailed IPC audits and was acting on shortfalls. Advice and support was being provided by the local commissioners IPC team.
- We were assured the provider's infection prevention and control policy was up to date.

### Visiting in care homes

- The provider was facilitating safe visiting in line with government guidance. Visitor assessments were carried out to consider temperature checks, current health needs, lateral flow test results and COVID-19 symptoms prior to entry to the home. PPE and sanitisers were available for any visitors. We discussed the role of essential care giver and provided further guidance in relation to this. Visiting plans were being developed for each person.

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.

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

