

HC-One Limited

# Willow Court

## Inspection report

Croft Lane  
Cherry Willingham  
Lincoln  
Lincolnshire  
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Date of inspection visit:  
16 November 2020

Date of publication:  
02 December 2020

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Willow Court is care home which provides nursing and personal care for up to 54 people. At the time of inspection there were 37 people living in the service.

The sluice areas required attention. These areas were not well maintained. For example; fixtures and equipment were not clean, some areas of the walls had paint and damage to plaster and the end of one work surface was not sealed and some equipment was rusty. This meant effective cleaning of these areas was compromised. The provider's auditing processes had not highlighted these issues. The concerns were discussed with the registered manager who was responsive and addressed some things immediately. They confirmed they would discuss the auditing process with their senior managers to ensure those areas requiring further attention were fully addressed.

We found the following examples of good practice.

- Information and guidance on COVID -19 restrictions and infection control measures in place was available and visible for staff, people and visitors.
- The registered manager had a clear communication programme in place for people, staff and relatives to keep them updated with issues related to COVID -19.
- There were sufficient Personal Protective Equipment (PPE) supplies in place to ensure safe infection prevention and control practices were undertaken. The provider had a robust system in place to ensure continued supply. Infection control policies had been amended to reflect current national guidance.
- There was an enhanced cleaning programme in place at the service and apart from the sluice areas the service was visibly clean and well maintained. The housekeeping team were clear about their duties and were able to tell us what cleaning products they used for the different areas and how they worked to reduce the risk of cross infection on the units
- The provider had ensured staff were skilled in infection prevention and control (IPC). This included up to date training on infection control and 'Donning and Doffing', how to put on and remove PPE.
- Allocation and organisation of staff on the units was undertaken to reduce the risk of spread of infection.
- There was a testing programme in place for staff and people living in the service. This was to ensure if any staff or people had contracted COVID -19 and were asymptomatic, were identified in a timely way.
- A recent outbreak of COVID -19 which had affected over 30% of the people living at the service had been managed well and the plans in place to support people had been utilised safely. Staff who tested positive or had displayed symptoms of COVID -19 had shielded in line with the government guidance and were symptom free before returning to work.
- People were supported to keep in touch with their relatives via telephone calls, video links and window visits. When lockdown restrictions had been eased socially distanced visits were introduced. The provider was also in the process of creating an area of the service that can be accessed directly from the outside of the service so when visits can be resumed, they can manage this safely.
- People admitted to the service were supported following government guidance on managing new admissions during the Covid -19 pandemic. The provider had specific Covid 19 care plans in place for people

to provide guidance for staff caring for them.

Further information is in the detailed findings below.

## 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 somewhat assured that staff were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Willow Court

## **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 CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 16 November 2020 and was announced on the day of inspection prior to entering the service

## Is the service safe?

### Our findings

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 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 have also signposted the provider to the areas where they need to develop their approach to IPC practices.

We discussed with the provider the environmental areas where they needed to make improvements.