

Methodist Homes

Willesden Court

Inspection report

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Website: www.mha.org.uk/care-homes/dementia-nursing-care/willesden

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30 October 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

Willesden Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. Willesden Court is registered to provide accommodation for a maximum of 60 people who require nursing or personal care. Some of the people using the service may be living with dementia. At this inspection there were 47 people living in the home.

We found the following examples of good practice.

- The service had been taken suitable steps to protect their staff and people who used the service. They had ensured that visitors to the home were carefully screened so that they do not present a risk to people in the home. Visitors' temperatures were checked at the door. Personal protective equipment (PPE) including face masks and disposable gloves were available for visitors to wear before entering the home. Hand sanitizers were also provided. This was aimed at preventing and controlling the spread of infection. To further minimise the risks, a gazebo with heating was available in the garden for use by visitors and people who used the service.
- The home had a caring approach regarding ensuring that people had contact with their friends and relatives. Contact was maintained via the telephone and the internet. Effort had been taken by the home to ensure that people can be visited by their relatives. Visits had been arranged each day where people can have face to face contact with their relatives.
- Staff had a good understanding of infection prevention and control measures. They were aware of procedures to follow when caring for the people who had been tested positive for the corona virus. All staff had received the appropriate training in infection control and prevention.
- In order to prevent the spread of infection, the home could not organise their usual group activities. However, effort was made to provide stimulation where possible. The home was able to still arrange activities either for people individually or in small groups. These included pet therapy each week, baking, karaoke and playing chess. The home also had a social media page for people and this was with their consent. The purpose of these activities was to provide social and therapeutic stimulation for people who used the service.
- Throughout the pandemic, senior managers of the organisation were in constant contact and had visited the home to provide support and check on the welfare of both people who used the service and staff members.

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

Inspected but not rated

Willesden 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. 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 30 October 2020 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 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.