

Parkcare Homes Limited

The Willows

Inspection report

7 Norbriggs Road
Woodthorpe
Chesterfield
Derbyshire
S43 3BW

Tel: 01246280539
Website: www.priorygroup.com

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22 February 2022

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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

We found the following examples of good practice.

The Willows provides accommodation for up to 42 older people who require nursing or personal care, including some people with dementia. Accommodation is provided within one adapted building set over two floors. At this inspection there were 26 people receiving care at the service.

We found the following examples of good practice.

The provider followed safe arrangements and procedures, in line with nationally recognised guidance and the law, for the prevention and control of infection at the service. This included, to ensure safe admissions, visiting, testing and isolation arrangements for COVID19.

Relevant equipment, facilities and accessible information was provided, to support safe entry, social distancing, hand hygiene and use of personal protective equipment. Individual risk assessments were undertaken, to ensure appropriate guidance and support for people and staff who may be clinically vulnerable.

The service was mostly visibly clean. Following the inspection, the registered manager introduced revised cleaning schedules with related staff instruction and additional monitoring measures, to fully ensure this. The provider had action plan, which identified areas of environmental redecoration, repair and renewal to be made within given timescales. So as to fully ensure effective surface cleaning and reduce the risk of germs harbouring.

We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

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

Further information is in the detailed findings below.

The Willows

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.

We received information of concern about infection prevention and control measures and staffing 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 22 February 2022 and was announced. Unlike our standard approach to inspection, in order to minimise time spent on site, we used technology to review some of the provider's management records. This was undertaken off site following the inspection.

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 were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The registered manager introduced revised cleaning schedules and related staff instruction following this inspection. Environmental improvements were also in progress, with timescales identified for redecoration and repair of the premises where needed.

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

Visiting in care homes

The provider followed safe visiting arrangements and procedures, in line with nationally recognised guidance and the law, to ensure people's best interests.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

Staffing and recruitment

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.