

# Kings Residential Care Homes Limited

## Willow House

### Inspection report

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Date of inspection visit:  
12 February 2022

Date of publication:  
01 March 2022

### Ratings

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

## Overall summary

Willow House provides accommodation, care and support for up to five people with learning disabilities. At the time of our inspection three people were using the service.

We found the following examples of good practice.

The service was very clean and tidy throughout. Staff followed cleaning schedules including additional cleaning of high touch areas.

Visitors were screened before entering the service and could only do so with a negative COVID-19 test result. Professionals were asked for proof of COVID-19 vaccinations.

Staff understood people's individual needs. They managed social distancing and infection prevention in a person centred way so that people understood and did not become anxious.

There were enough staff to meet people's needs and staff knew and understood people's needs and preferences.

## 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.

**Inspected but not rated**

# Willow House

## **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 staffing numbers 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 12 February 2022 and was unannounced.

# 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 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.
- The provider was following government guidance regarding visiting arrangements. People were very happy their family members could visit them in the service.

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.