

Three Willows Care Home LTD

Three Willows Residential Care Home

Inspection report

35 Woodberry Way
London
E4 7DY

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21 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

Three Willows Residential Care Home is a 'care home'. Three Willows Residential Care Home provides accommodation and care to up to 21 people. At the time of our inspection 14 people were living in the home. Care is provided across two floors with their own communal area on the ground floor. The service specialises in providing care to older people who are living with dementia.

We found the following examples of good practice.

- The provider had appropriate arrangements for visiting to help prevent the spread of infection. Visitors were supported to wear a face covering when visiting. The service had a room available for visitors to put on and remove PPE. The room also had an en-suite so people could wash their hands. Hand washing facilities, signage of infection control procedures and hand sanitizer stations were available near the entrance and throughout the care home.
- The provider had appropriate arrangements to test people and staff for COVID- 19 and was following government guidance on testing. This ensured that people and staff were tested for COVID- 19 in a consistent way in line with national guidance.
- The provider ensured that staff received appropriate training and support to help prevent the spread of infection. All staff had received training on infection control and the use of PPE. Staff were assigned to work at the one location to help minimise the risk of cross infection. Staff wellbeing was supported if they became unwell and when they returned to work.
- The provider ensured that people using the service could maintain links with family members and friends. People were supported to have visits from their relatives and friends in a designated area in the garden, during the summer, where social distancing was observed. Family members and friends who were unable to visit the home could stay in touch with people with window visits, and phone and video messaging. The provider understood the communication needs of people.

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 were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Three Willows Residential Care Home

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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 13 October 2020 and was announced. The service was invited to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.