

Willow Bank Residential Home Limited

Willowbank

Inspection report

Albert Street
Hadfield
Hadfield
Derbyshire
SK13 1DG

Tel: 01457868594

Date of inspection visit:
24 November 2020

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04 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Willowbank is a care home in Hadfield, Glossop. They are registered to provide accommodation and personal care for up to 18 people. At the time of this inspection there were 10 people living there.

We found the following examples of good practice;

- The home was closed to visitors but there were systems in place to ensure professional visitors were prevented from catching or spreading infections. People were still able to speak to relatives on the phone and through video calls.
- The provider had re-arranged furniture to ensure social distancing was promoted.
- The home participated in regular coronavirus testing for people and staff.
- The provider had adequate supplies of Personal Protective Equipment (PPE) and this was used appropriately by staff.

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

Willowbank

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 24 November 2020 and was announced.

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. The home was closed to visitors at the time of the inspection. Where professionals visited they were let in through a rear entrance to prevent them walking through the home, their temperatures were taken, and a track and trace questionnaire completed. There were sanitising stations at all entrances and PPE was provided. There were plans in place to be able to facilitate visits safely if a person was known to be approaching the end of their life.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. The provider had re-arranged furniture to enable people to adhere to social distancing with ease. There were clear screens on dining tables and mealtimes were staggered.
- We were assured that the provider was meeting shielding and social distancing rules. People who displayed symptoms of coronavirus or tested positive shielded in their bedrooms for 14 days. Staff did not work at other homes and agency staff were not employed.
- We were assured that the provider was admitting people safely to the service. When people moved in to the home they isolated in their bedrooms for 14 days. The provider made sure people and their relatives understood and consented to this arrangement before people moved in.
- 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. People consented to testing before staff assisted them to carry this out.
- We were assured that the provider was making sure infection outbreaks could be effectively prevented or managed. The provider had contingency plans to manage outbreaks, this included zoning off areas of the home and staff not mixing between floors.
- We were assured that the provider's infection prevention and control policy was up to date and met guidelines in place at the time of the inspection.