

Maria Mallaband Care Homes Limited

Willowdene Care Home

Inspection report

Lizard Lane
Stockton On Tees
Cleveland
TS21 3ET

Tel: 01740623644

Date of inspection visit:
12 November 2020

Date of publication:
03 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

Willowdene Care Home provides residential and nursing care for up to 48 people aged 65 and over. This included people living with a dementia. The service is provided over two floors. At the time of the inspection 42 people were using the service.

We found the following examples of good practice.

- The home had enough supplies of personal protective equipment (PPE) that was readily available in PPE stations throughout the home. Clinical waste bins were positioned so staff could access them when required.
- The management promoted social distancing and made changes to the environment to reduce the risk of the spread of infections. For example, the staff room had been relocated to reduce the need for staff to cross a lounge to take their breaks. The new room was bigger and had been marked out in two-meter squares to remind staff of the need to distance from each other. Separate areas had been identified for staff's belongings to prevent cross-contamination.
- Agency staff had received an information pack about the home's IPC procedures and a senior member of staff observed they were competent with hand hygiene and PPE use. Agency staff worked alongside experienced staff who offered guidance on the home's practices.
- Staff felt supported by the registered manager and the deputy manager. The deputy manager had created a notice board for staff offering advice on anxiety and stress and staff had access to a counselling helpline. Staff returning from sickness absence were supported to take on duties suitable for their health and wellbeing.
- The home had identified staff to be infection prevention and control champions. These staff were responsible for sharing best practice with other 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

Willowdene 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.

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 12 November 2020 and was announced.

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.