

Denestar Limited

# Willerfoss House

## Inspection report

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10 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

### About the service

Willerfoss House is a care home that is registered to provide personal care and accommodation for up to 26 older people, some of whom may be living with dementia. At the time of the inspection there were 22 people living within the service.

We found the following examples of good practice.

People were supported to have visitors and safe visiting processes were followed in line with national guidance. Alternative arrangements were available to support people to maintain contact with their family and friends in the event of an outbreak.

Social distancing was promoted through the layout of furniture.

Risks to people and staff in relation to COVID-19 had been assessed and action taken to manage the risks.

Staff took part in regular testing for COVID-19 and were vaccinated.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Willerfoss 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.

As part of the Care Quality Commission's (CQC) response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 10 February 2022 and was announced. We gave the service two days' notice of the inspection.

# 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 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.
- People were supported to have visits from their families and friends in line with current guidance. In the event of an outbreak of COVID-19, alternative arrangements were in place to support people to maintain their important relationships.

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.
- We were somewhat assured that the provider was admitting people safely to the service. During the inspection, the provider took action to ensure admissions to the service remained safe.
- We were somewhat assured that the provider was using PPE effectively and safely. During the inspection, the provider confirmed they were taking action to ensure all staff wore PPE appropriately and in line with guidance.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Some areas of the service required attention such as radiator covers which could not be effectively cleaned and the provider advised the required actions would be completed.

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