

Bank House Care Homes Limited

# Willowcroft Care Home

## Inspection report

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24 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

Willowcroft Care Home is a specialist residential care home providing personal and nursing care to people with mental health needs, including people living with dementia. There were 33 people using the service at the time of the inspection

We found the following examples of good practice

The provider had processes for allowing visitors into the service. All visitors were required to carry out rapid COVID-19 test prior to the visit and were provided with personal protective equipment (PPE). Visiting professionals were asked to confirm their vaccination status. At the time of our inspection only essential visits were allowed due to an outbreak of COVID-19.

People using the service and staff took part in the home's testing programme.

Staff were observed to be wearing Personal Protective Equipment (PPE) in line with current government guidelines, to ensure the safety of people supported, visitors and the staff team. The service had ample supplies of PPE.

## 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.

# Willowcroft 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 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 24 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 somewhat assured that the provider was meeting shielding and social distancing rules. There were no clear protocols to mitigate and minimise the risk of close contact between people or to promote social distancing when it was required. People who tested positive for COVID-19 and were unable to self-isolate due to their mental health needs were still able to access communal areas where other people were present. The registered manager told us they would implement appropriate risk assessment when this would be required.
- 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The service looked clean and some cleaning schedules were in place, however there were no records to confirm frequently touch points, such as door handles or handrails, were regularly cleaned and disinfected. The registered manager told us they would review and implement cleaning schedules to include frequently touch points.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Staff had completed online IPC training which included module about COVID-19, however there were no processes in place to ensure staff were following good hand hygiene practice or checking whether staff had donned and doffed their PPE correctly. The registered manager told us they would implement checks to assess staff competencies.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. The provider used a generic template policy provided by the Community Infection Prevention and Control Team; however, this document had not reflected the latest government guidance and was not service specific. The registered manager told us they would review and update their policies and procedures to reflect government guidance.

### Visiting in care homes

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.

- The service facilitated visits which aligned with the most recent government guidance, however at the time of our inspection, the service had an active COVID-19 outbreak and the provider followed the advice given by the Local Authority and Public Health England in regard to safe visiting.

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