

Hexon Limited

The Willows

Inspection report

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Tel: 01262470217

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28 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

The Willows is a residential care home providing personal care to 23 people aged 65 and over at the time of the inspection. The service can support up to 40 people.

We found the following examples of good practice.

The provider had a robust system in place to ensure that all visitors entering the premises had their vaccination status and lateral flow tests (LFT) checked. The provider required visitors to have a negative LFT before entry, and staff were available and trained to support visitors to complete LFT where needed.

The service was very clean, tidy, and well maintained. A cleaning schedule was in place which included additional cleaning of frequently touched areas such as door handles. Windows were open where possible to support good ventilation.

Risk assessments were in place for staff, considering any healthcare needs. Each person using the service had a COVID-19 care plan and risk assessment in place. These outlined how to support the person according to their individual needs, and how to minimise risks to their safety and promote wellbeing.

Staff supported people in a person-centred manner to keep in touch with their families and friends, such as through video calls.

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

The Willows

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 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 28 February 2022 and was announced. We gave the service 24 hours' 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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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.