

Willan House (Stainfield) Limited

Willan House

Inspection report

Stainfield
Wragby
Market Rasen
Lincolnshire
LN8 5JL

Tel: 01526398785
Website: www.willanhouse.com

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19 March 2021

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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

Willan House is a residential care home providing personal care for up to 20 older people. There were a variety of communal facilities which included a lounge area and a dining room. The conservatory space was being used as a visiting area.

We found the following examples of good practice:

- People were supported to maintain contact with family members and friends using telephones and video calling. Visitors were being tested prior to seeing their relative and personal protective equipment (PPE) was in use for visitors.
- Staff were observed to wear the correct PPE in line with government guidance and we saw it was accessible throughout the service. Staff were wearing scrubs which were washed in the service to reduce the risk of infection. A specific changing area and storage area had been provided for staff.
- Cleaning schedules had been increased to ensure high touch surfaces such as door handles and light switches were cleaned regularly. Additional cleaning had been introduced to maintain good hygiene standards.
- The service was using the space available to enable people to socially distance. The dining room had been re-designed so people could sit at a safe distance from each other.
- The service had an up to date infection control policy.
- People were safely admitted to the service in line with government guidance.
- Staff supported people to engage in socially distanced activities. People were supported to celebrate important birthdays and events. Photos and videos were shared with family members.
- People and staff were regularly tested for COVID-19.
- All residents and staff had received their vaccination.

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

Willan 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 19 March 2021 and was announced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider's infection prevention and control policy was up to date.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.