

Willow View Care Limited

# Willow View Care Home

## Inspection report

1 Norton Court  
Norton Road  
Stockton On Tees  
Cleveland  
TS20 2BL

Tel: 01642555222

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25 February 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

Visitors were required to complete a health questionnaire before visiting the home. Lateral flow tests were completed, and results obtained prior to visits taking place. Personal protective equipment (PPE) was available for all visitors.

Due to the current nationwide lockdown there had been some restrictions placed on visiting. People had been keeping in touch with their families via Zoom meetings, Skype and window visits. Relatives were able to visit loved ones who were receiving end of life care. Plans were in place for visiting to start again in line with government guidance.

Staff now worked in only one area of the home to minimise the risk of cross infection. Communal areas such as lounges and dining rooms had enough space for people to be two metres apart. Numbers around dining tables was limited to maintain a safe distance between people.

Staff who needed to shield were supported to do so. Special provision and changes to working patterns had been made to accommodate staff who were more vulnerable due to underlying health conditions. The registered manager did regular daily walkarounds of the home and told us checking in on staff wellbeing was an important part of this. They also visited the home outside usual office hours to ensure night staff felt supported. The registered manager and deputy praised how well the staff team had coped and supported one another. Staff we spoke with felt well supported.

People were admitted to the home safely. A negative test result was needed prior to admission and following admission people isolated in line with current government guidelines. Notices were placed on bedroom doors to remind staff which people were still in their isolation period and when this was due to end.

Staff changed into their uniform before the start of their shift and changed again before going home. We observed staff wearing PPE correctly throughout the home. There was a plentiful supply of PPE and a number of PPE stations around the home. Clinical waste bins were in place for the safe disposal of used PPE. Staff had received support and training on PPE use and minimising infection control risk from a specialist infection prevention and control (IPC) nurse. No anxiety about the wearing of PPE was witnessed in people with dementia. People seemed calm and settled with the staff supporting them.

The home was very clean and tidy. Cleaning of high use areas and touch points such as handrails and door handles had been increased. Suitable arrangements were also in place to manage contaminated laundry. The deputy manager was infection control champion and supported staff with safe working practices. Regular awareness sessions were held on topics such as good hand hygiene.

There was a detailed infection prevention and control policy in place and regular checks were complete.

## 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**

# Willow View 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 25 February 2021 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.