

Mission Care

Willett House

Inspection report

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Date of inspection visit:
24 January 2022

Date of publication:
02 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Willet House Nursing and Residential Care Home accommodates up to 37 people living with dementia in small units across two floors in one adapted building. There were 35 people using the service at the time of our inspection.

We found the following examples of good practice.

The provider screened all visitors for symptoms of acute respiratory infection before they were allowed to enter the home. Visiting professional and contractors were also required to show proof of vaccination before they entered the home in line with guidance. We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance during this outbreak. People had nominated essential care givers who were visiting and provided with access to testing and PPE.

Visitors were supported with testing and to follow the government's guidance on hand washing, sanitising and wearing personal protective equipment (PPE) before entering the home and social distancing whilst on the premises.

There were enough staff to meet people's needs. Where required dedicated agency staff could be block booked to ensure they only worked at Willett House. The provider carried out checks on agency staff to make sure they had received training on infection control and they had been fully vaccinated. Agency staff were required to take part in the staff testing regime which was enhanced in line with outbreak guidance. Staff worked only on specific units to minimise the risk of infection spreading.

All staff had received training on COVID-19, infection control and the use of PPE. We observed staff wearing appropriate PPE throughout our visit. The provider told us they had access ample supplies of PPE and cleaning equipment.

During our visit we saw that the home was very clean throughout. The home had a dedicated housekeeping team and care staff also carried out extra cleaning of higher infection risk points such as handrails.

When people or staff showed symptoms of COVID-19 they were supported to self-isolate. No one had been admitted to the home recently due to the outbreak but the provider followed guidance on isolation on readmission from hospital.

The provider was working closely with the GP, health care professionals, the Clinical Commissioning Group (CCG), the Local Authority Commissioning Team and Public Health England throughout the pandemic.

The provider had a COVID-19 specific policy, risk assessments and contingency plans in place to support staff as government guidance changed; which they had followed throughout the COVID-19 pandemic.

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

Willett 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 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 January 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.