

Thurlestone Court Limited

# Willow House

## Inspection report

Hillside  
South Brent  
Devon  
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Tel: 0136473267

Date of inspection visit:  
27 January 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

Willow House is a residential service registered to provide accommodation and personal care for up to 30 older people, some of whom may be living with dementia. At the time of the inspection there were 29 people living at the home. The building comprises of two floors with large lounge dining area and accessible gardens.

We found the following examples of good practice.

Safe arrangements were in place for peoples' relatives and professionals visiting the service. This included reviewing evidence of a confirmed negative lateral flow device test (LFD), a recent negative polymerase chain reaction (PCR) test result. Vaccination against COVID-19 and the requirement to show a COVID-19 pass. Visitors were encouraged to wear personal protective equipment (PPE) in line with government guidance.

The provider introduced a designated, temporary staff changing area that was separate from the main building to reduce the risk of cross infection.

The provider ensured instructions on correct hand hygiene technique were displayed in bathrooms including in the reception area and used by visitors and staff.

There was a purpose-built visitor pod used for visits if people or their relatives preferred visits away from the main building.

Policies, procedures and risk assessments relating to COVID-19 were up to date which enabled staff to keep people safe. This included the policy that ensured safe admissions, in line with the government guidance.

All staff had received training and followed correct processes for using PPE and maintaining infection control standards. The provider ensured a sufficient stock of appropriate PPE and signage to remind staff and visitors about the correct guidance for donning, doffing and disposing of PPE.

The registered manager reported good support from the local health professionals and the provider.

The service was clean and fresh. In addition to the regular cleaning regime, staff carried out regular cleaning of any frequently touch point surfaces. Regular audits took place and actions had been followed up when required.

## 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 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 27 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.

Visiting in care homes.

The provider ensured people living at the home continued to see their relatives in a safe way and in accordance with the current good practice guidance. The provider introduced a visiting pod as an additional option for people and their families. The registered manager carried out risk assessments, ensured visitors adhered to the correct guidance around the PPE and that enhanced cleaning had been carried out between the visits to keep people safe.

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.