

# Methodist Homes Willowcroft

## Inspection report

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Date of inspection visit:  
10 February 2022

Date of publication:  
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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

Willowcroft is situated in Spondon, Derby and is owned by Methodist Homes. Willowcroft is registered to provide personal care and accommodation for up to 60 older people. The service can support people that are living with dementia. At the time of the inspection 59 people were using the service.

We found the following examples of good practice.

During the outbreak of COVID-19 there were restrictions on visiting the service which were in line with current government guidance. The provider had ensured that people were able to maintain contact with relatives using technology and a pod was in place to enable visitors to see their relatives through a protective screen. The pod was accessed through patio doors which meant visitors did not have to walk through the home.

There was a system in place for visitors and appropriately placed signage to ensure they followed the current guidance on the use of personal protective equipment (PPE), testing and social distancing. We saw staff wearing PPE in line with the latest guidance.

The home looked clean and hygienic. Staff carried out regular cleaning which was clearly defined and documented. Additional cleaning, including disinfection of high touch points such as door handles or handrails was taking place.

The provider had processes in place that ensured the safe admission of new people to the home. The provider also assessed the impact of isolation on people's wellbeing and completed risk assessments in line with current guidelines to reduce the risk.

## 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**

# Willowcroft

## **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 10 February 2022 and was unannounced.

# 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 registered manager ensured people were able to see their visitors in such a way that did not increase the risk of the spread of infection throughout the home and that were in line with current guidelines for restricted visiting during the COVID-19 outbreak.

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.