

## Willow Gardens

Residential and Nursing Home

Care Quality Commission (CQC)

# engagement and support call summary

to show you are managing the impact of the COVID-19 Pandemic

The CQC is not routinely inspecting services during the COVID-19 pandemic, instead maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas.

date 18/05/20



## assessment area 1

### safe care and treatment

**1.1** infection risks thoroughly assessed and managed



**1.2** access to supplies, personal protective equipment (PPE) and COVID-19 testing, in line with Government guidelines



**1.3** environment/layout supports preventing and containing spread of COVID-19



**1.4** clear and accessible working arrangements and procedures



**1.5** medicines managed safely and effectively



**1.6** risks to residents' health properly assessed, monitored and managed



## assessment area 2

### staffing arrangements

**2.1** sufficient staff to provide safe care and treatment in dignified and respectful way



**2.2** realistic plans for managing staffing levels in emergencies



## assessment area 3

### protection from abuse

3.1

people protected from abuse, neglect, discrimination and loss of human rights



3.2

policies and practice properly managing concerns about abuse



## assessment area 4

### assurance processes, monitoring and risk management

4.1

monitoring and protecting staff health, safety and wellbeing



4.2

effective systems and methods for monitoring quality of service



4.3

supporting staff and residents to raise concerns and give feedback



4.4

proper recording of care and treatment



4.5

effective partnership working regarding care and treatment

