

Quality Care (EM) Limited

The Hollies

Inspection report

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05 January 2022

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

The Hollies is a residential care home providing accommodation for people in six purpose-built bungalows and three individual apartments within the same grounds. The service was registered for the support of up to 21 people. At the time of the inspection 17 people were using the service

We found the following examples of good practice.

The Hollies had systems and processes in place to prevent relatives, professionals and others visiting from spreading infection. All visitors were screened for symptoms of COVID-19 and were required to show negative Lateral Flow Test (LFT) result before they were allowed to enter the service. Visitors were provided with appropriate personal protective equipment (PPE), such as face masks.

The registered manager understood and was meeting staff's and visitor COVID-19 vaccination requirements. This included checking professionals working in care homes vaccination status upon entering the service.

Staff had an access to multiple PPE stations located in all dwellings. We saw staff wore appropriate face masks throughout our inspection. Staff took part in regular 'whole home testing' to ensure they were not infected with COVID-19.

There were no domestic staff working at the service, however staff had cleaning schedules they were required to complete on a daily basis. Cleaning schedules included cleaning of frequently touched points such as light switches or door handles.

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

The Hollies

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 5 January 2022 and was announced. We gave the service one day 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.