

Hallmark Healthcare (Holmewood) Limited

Holmewood Manor Care Home

Inspection report

Barnfield Close
Holmewood
Chesterfield
Derbyshire
S42 5RH

Tel: 01246855678

Website: www.hallmarkhealthcare.co.uk

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02 February 2021

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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

About the service: Holmewood Manor Care Home is a residential care home that provides personal care for up to 37 people, some of whom are living with dementia. At the time of inspection 22 people were using the service. The accommodation is in a purpose-built home split over two floors. Each floor contained bedrooms, a communal lounge and a dining area.

There was a planned schedule of cleaning within the home, however between these times there was no additional touch surface cleaning. Some bathrooms contained mobility equipment which could impact on the effective use of these rooms. Audits in relation to infection control had not been completed regularly to address any outstanding areas of concern. After our inspection the provider reviewed these areas to make improvements.

We found the following examples of good practice.

- At the time of the inspection there were no planned visits. However, there were clear arrangements in place for when visitors were allowed to return. These involved questionnaires, temperature checks and lateral flow tests, which provided a rapid test result.
- The staff had received training to ensure they understood how to use their personal protective equipment (PPE). We saw all the PPE stocks were in place and staff had access to all items they required.
- Staff and people using the service had received regular testing. Daily checks were completed so that early intervention can be made to reduce transmission.
- There were sufficient staff to support people's needs and contingency arrangements to block book agency staff in the case of annual leave or sickness. Staff were cohorted on to the different floors to reduce the risk of infection

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

Holmewood Manor Care Home

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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 2 February 2021 and was unannounced.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. this was due to the touch surfaces not being cleaned on a continuous basis. In addition some areas of the home had equipment stored which impeded the use of the rooms.
- 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 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 have also signposted the provider to resources to develop their approach.