

## The Hollies Nursing And Residential Home Limited

# Hollies Nursing and Residential Home Limited

### Inspection report

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Tel: 01254381519

Date of inspection visit:  
10 February 2022

Date of publication:  
15 March 2022

### 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

Hollies Nursing and Residential Home Limited is a residential nursing home providing accommodation for persons who require nursing or personal care, and treatment of disease, disorder or injury for up to 35 people in one adapted building over two floors. Twenty six people were living in the service at the time of the inspection.

We found the following examples of good practice.

A range of information and guidance was available to support and guide staff on the safe management of COVID-19. Risk assessments, contingency plans, policies and procedures had been developed. The guidance contained information to follow in the event of a COVID-19 positive result and isolation. The manager confirmed they would review immediately this guidance to ensure it reflected the most up to date information. The manager was new to post and had not yet been registered with the Care Quality Commission.

A recent infection control audit had been completed. This included the findings and actions required to be taken going forward. The manager had developed a system for recording of vaccinations and testing for staff. All staff had been vaccinated in line with the current government requirements.

We received concerns that professionals were not always asked for their vaccination status and lateral flow test results when they visited the service. The manager told us of the immediate actions they took to prevent this from happening in the future. They told us they had developed a new record to ensure relevant checks were completed for visitors and professionals coming to the service. A relative told us they were able to visit their family members in line with current guidance and that essential care givers guidance had been discussed with them.

All areas of the service were clean and tidy and there was plenty of PPE supplies available. The manager and staff discussed how they had managed the recent COVID-19 outbreak. Where we observed one staff member not wearing their PPE in line with guidance, the manager took appropriate action to address this.

Staff told us they had undertaken relevant training in infection prevention and control, donning and doffing and COVID-19 specific training. However, there was no records to confirm COVID-19 specific and donning and doffing training had been completed. The manager confirmed that immediate refresher training was planned and that they had undertaken observation of a number of staff completing donning and doffing.

We received positive feedback about the improvements in the service and the new manager who had recently commenced in post. There was sufficient staff in place. The manager told us there was an ongoing recruitment programme and that any gaps in duty rotas were covered by the same agency staff to maintain consistency. One relative commented, "[There are] plenty of staff around, they are the same faces. There is one or two new ones [staff] but [person] is happy, these are regular staff." Care staff told us, "There are

enough staff. We need to recruit regular staff. We are using a lot of agency but these are the same staff. We are able to do our job."

# 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

# Hollies Nursing and Residential Home Limited

## **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. We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures 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 announced. We gave the service one days' 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?

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. The service was meeting the current requirement to ensure non-exempt staff were vaccinated against COVID-19. We received feedback that not all professionals' vaccination status was checked and LFD checks were not always being undertaken on arrival to the service. We found that the service did not check a visiting professionals vaccination status and LFD testing on the day of the inspection. The manager took immediate action to ensure this was addressed. Agency staff were used to cover gaps in the duty rota. Staff profiles to confirm their vaccinations status had been developed, however not all records had this information in place. The manager took immediate action to ensure all information in relation to agency staff had been updated.
- Family visits for people who used the service were taking place in line with the current guidance. A relative told us about the arrangements in place to ensure they visited the service safely and that essential care giver status had been discussed with them.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Whilst all staff confirmed they had undertaken COVID-19 and donning and doffing training, training records had not been completed to confirm this. The manager took immediate action to ensure refresher training was planned with all of the staff team. Staff had been observed by the manager undertaking donning and doffing safely. The training records confirmed IPC training had been completed.
- 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's infection prevention and control policy was up to date. The manager took action to ensure it reflected current isolation guidance for the staff to follow.

We have also signposted the provider to resources to develop their approach.

