

# Anchor Hanover Group

# Hatfield House

## Inspection report

Crookesbroom Avenue  
Hatfield  
Doncaster  
South Yorkshire  
DN7 6JQ

Tel: 01302844889

Date of inspection visit:  
24 January 2022

Date of publication:  
18 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Hatfield House is a purpose-built care home located in the Hatfield area of Doncaster. Some people using the service were living with dementia. The service can accommodate up to 49 people over three floors. At the time of our inspection there were 48 people using the service.

We found the following examples of good practice.

Visitors to the home were required to follow infection control procedures and were asked to complete a lateral flow test. Personal protective equipment (PPE) was then supplied.

Professional visitors were required to show a negative lateral flow test and evidence of COVID-19 vaccination. Visitors completed a form to ensure they are not showing any symptoms of illness.

Social distancing was observed as far as it was practicable to do so. Staff wore appropriate PPE, regularly washed their hands and applied hand sanitiser. Staff had completed training in infection control, COVID-19 and putting on and taking off PPE.

Staff and people using the service took part in the home's testing programme. Actions were swiftly taken when anyone tested positive with COVID-19.

Welfare meetings were held with staff to discuss issues relating to COVID-19. This showed the provider supported staff throughout the pandemic.

The home was clean and there were no malodours. Staff had access to cleaning products and cleaning schedules included high touch areas such as door handles and handrails, which were cleaned regularly.

## 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**

# Hatfield House

## **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 24 January 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.
- The provider was not always facilitating visits for people living in the home in accordance with the current guidance. We found relatives providing companionship were not given essential care giver status. This had been a misinterpretation of the guidance by the registered manager. Following our inspection action was taken to change visiting practices.

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

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.