

Healthcare Homes (LSC) Limited

Handford House Care Home

Inspection report

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10 February 2022

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Handford House Care Home provides personal and nursing care for up to 52 people across two floors. One of the floors provides care to people living with dementia. At the time of our inspection there were 46 people living at the home.

We found the following examples of good practice.

We observed staff following good infection prevention and control practices including appropriate use of personal protective equipment (PPE) in line with government guidance to reduce the risk of infection.

Handford House Care Home was clean throughout. Increased cleaning was taking place across all aspects of the home. This included ensuring all high touch points were regularly sanitised.

Windows and doors were observed to be open to support with ventilation whilst a comfortable temperature was maintained.

Policies, and procedures were in place to assist the registered manager and staff to manage any risks associated with the COVID-19 pandemic.

People living at Handford House Care Home and the staff were undertaking COVID-19 testing in line with Government guidance. Appropriate action had been taken if anyone contracted the virus including staff who were supported to self-isolate. Staff absence was being effectively managed where shift cover was required.

During times when visiting had been restricted, due to either Public Health England guidance or an outbreak in the home, people were supported to stay in contact with family and friends through regular video calls and telephone calls as well as visits in person where people were considered to be having end of life care.

People had clear care plans in place in relation to COVID-19, this ensured risks could be mitigated and people could be supported in a personalised way.

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

Handford House 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 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 10 February 2022 and was announced. We gave the service two 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?

- 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.

Visiting in care homes

- At the time of the inspection, the home was closed to non-essential visitors due to a COVID-19 outbreak. Where applicable some people in the home were isolating in their bedrooms. However, for some people living with a cognitive impairment who had tested positive, isolating in their bedrooms had proved challenging. To reduce the risk of infection transmission in the home and to keep everyone safe, the registered manager had zoned off a specific area of the home for these people to isolate together with designated staff on shift to support them.
- The management team were planning a phased reopening of the home once the isolation period had ended. This included using a designated visiting area and booking system to manage visitor numbers safely. In the interim window visits, video and telephone calls were in place for people and their relatives to maintain their relationships.

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, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.