

Denville Hall

Denville Hall

Inspection report

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HA6 2SB

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Date of inspection visit:
11 January 2022

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07 February 2022

Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
|---------------------------------|-------------------------|

| | |
|----------------------|-------------------------|
| Is the service safe? | Inspected but not rated |
|----------------------|-------------------------|

Summary of findings

Overall summary

Denville Hall is a care home providing personal and nursing care for up to 40 people from the performing arts professions aged 65 and over. At the time of the inspection, 33 people were using the service. Accommodation was provided on two floors and there was a separate unit which specialised in providing care for up to 15 people living with dementia.

We found the following examples of good practice.

The registered manager and staff team worked with local health professionals to minimise the spread of COVID-19. Staff retention was good which meant there were minimal staffing pressures. Regular agency staff and management team members back filled gaps in rotas.

There were numerous PPE work stations throughout the building for staff to easily utilise PPE. Staff received training in infection control and were using PPE safely and effectively.

Visiting by family and friends was taking place in line with national guidelines, given there was a small outbreak of COVID-19. People who were receiving end of life care were being given full visiting access.

We were assured that this service met good infection prevention and control guidelines.

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

Denville Hall

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 11 January 2022 and was announced. We gave the service 24 hours 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.

The care home was facilitating visits for people living in the home in accordance with the current national guidance, taking into account the presence of COVID-19 within the service, at the time of the inspection.

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.