

Mr John Holcroft Jnr

The Hawthorns

Inspection report

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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

The Hawthorns is a care home providing care and accommodation for up to 22 older people. At the time of our inspection there were 18 people living at the home.

We found the following examples of good practice.

People told us that they felt safe during the pandemic and that staff wore Personal Protective Equipment (PPE).

Hearing loops had been purchased to support hearing impaired people to communicate with staff wearing masks. This also supported video calls with loved ones.

The registered manager carried out staff observations of hand hygiene and PPE use. These were documented during staff supervisions.

The layout of the home had been changed to support social distancing. Signs in the dining room reminded people to sit separately during mealtimes.

Staff had completed a risk assessment and health questionnaire to consider their individual needs in response to the risk of COVID-19.

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

The Hawthorns

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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 03 February 2021 and was announced.

Is the service safe?

Our findings

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 not always assured that the provider's infection prevention and control policy was up to date. The provider's business continuity plan did not address how the service would manage in the event of business disruption due to COVID-19. Whilst IPC audits of the home were carried out, they were not fully documented by the registered manager. The provider is taking steps to address this.

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