

Simply Care (UK) Ltd

Holly Bush Nursing Home

Inspection report

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11 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

Holly Bush Nursing Home provides care and accommodation for up to 12 people with learning disabilities, sensory impairments and physical disabilities. There were 12 people using the service on the day of the inspection.

We found the following examples of good practice.

The service followed current government visiting guidance. Visitors were required to have a negative lateral flow test result by conducting the test at home or when they arrived at the care home. Visitors were required to contact the care home and book in their visits to ensure visits were staggered in order to minimise visiting numbers at any one time. This ensured the area allocated for visits was available.

The service also facilitated outdoor garden visits, which meant families were able to see their relatives in the safety of the outdoors and following social distancing guidelines. People were also driven to their family homes, where they completed window visits in the comfort of a minibus that was owned by the provider.

All visitors were verbally asked and screened for symptoms of infection before being allowed to enter the care home. They were supported to wear appropriate personal protective equipment (PPE) and hand washing before and after visiting.

The service carried out monitoring checks of staff IPC practice and further training was provided when needed. This helped to assure the provider that people were protected and safe. Risk assessments had been carried out on people and staff belonging to higher risk groups and action taken to reduce the risks. Managers completed daily visual checks on staff testing registers to make sure all staff on shift had completed lateral flow testing.

Staff had received training on Infection Prevention Control (IPC) provided via external organisations as well as online training provided by the service. We observed staff used PPE effectively to safeguard people and visitors. The signages on donning and doffing of PPE and handwashing were visible in all relevant areas.

There was an up to date infection control policy in place and there were standard operating procedures that were regularly updated in line with changes in government policy. Staff and people receiving care had been vaccine. Regular testing was also carried out for people, visitors and visiting professionals in order to identify any positive cases as early as possible so that people could self-isolate to reduce the spread of infection.

The service had ensured there were sufficient supplies of PPE. During the COVID-19 pandemic, the service was able to reliably get hold of enough of the right PPE to meet people's needs. During the pandemic the provider promptly communicated with staff, people and relatives. This and regular communication with the host local authority, public health teams and community healthcare professionals helped to ensure the home carried out good IPC practice that kept people safe.

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

Holly Bush Nursing 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 11 February 2022 and was announced. We gave the service one working 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.
- The service facilitated visits for people living in the home in accordance with the current guidance. Visitors were required to have a negative lateral flow test result by conducting the test at home or when they arrived at the care home. Visitors were required to plan with the home in advance of their visit to minimise visiting numbers at any one time. This ensured the area allocated for all visits was available.

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.