

HF Trust Limited

# HF Trust - The Elms

## 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

HF Trust - The Elms is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

HF Trust – The Elms accommodates up to eight people in one adapted building. The building is located in Dore on the outskirts of Sheffield.

We found the following examples of good practice;

We heard the service had worked with their district nursing (DN) team from a local surgery to help one resident (Keltie) with their vaccination as they had a needle phobia and boosted her confidence to access community healthcare.

The provider developed a welcome back to work pack for any staff returning after shielding. Wellbeing website with courses around resilience, access to 24/7 independent & confidential counselling sessions through provider. Going the extra mile (GEM) awards and gift sessions for staff to say thank you.

The provider wrote and distributed IPC bulletins quarterly which covered two health and safety topics for all provider staff. We reviewed the first bulletin which was undated or signed by any staff member but focused on winter infections and outbreaks as well as raising awareness of sepsis.

However, we also found the following examples of variable practice;

Most of the service's activities had been ceased since Covid-19 so all examples staff gave were from around two years before our inspection. The service had no activities lead/coordinator, but each resident was assigned a key worker who held online groups to discuss their finances, holiday bookings and other activities.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

See detailed findings section.

**Inspected but not rated**

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## **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 1 February 2022 and was short term announced. We gave the service 24 hours' notice of the inspection. We spoke to three staff members; the registered manager, regional manager, support worker/Covid test and screener and one resident.

# 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 admitting people safely to the service.
- We were assured that the provider was accessing testing for staff.
- We were somewhat 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.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service.

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.

At the time of our inspection, a few of the service's communal areas were awaiting repair or maintenance. For example, we found one first floor bathroom shower seat had been awaiting repair for 2.5 - 3 weeks. The support worker did not know when this would be repaired and said it had not been reported. We also saw a

hole in the wall of the top floor quiet/safe room for one resident where they had slammed the door. As the home had been awaiting redecoration since before Covid, there were no door signs or numbers including fire doors and hallway corridors were very bare. This would be disorientating to visitors unless they were escorted by a staff member.