

# Delam Care Limited

# The Hollies

## Inspection report

9 Shirley Road  
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Staffordshire  
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Tel: 01782205064

Date of inspection visit:  
11 March 2021

Date of publication:  
08 April 2021

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

The Hollies provides personal care for up to 21 people. People who use the service may have a learning disability or mental health needs. At the time of the inspection, 21 people were living in the home but not everyone using The Hollies received a regulated activity.

We found the following examples of good practice.

Visitors were screened for symptoms and answered set questions relating to COVID19 to ensure their visit could take place safely in line with current guidance.

Personal protective equipment (PPE) guidance was followed. Where people accessed the community, they wore masks and sanitised hands when returning to their home.

People were supported to maintain contact with loved ones via telephone calls, video calls and window visits.

The provider had cleaning schedules in place. Touch points were cleaned frequently throughout the day. People also volunteered with additional cleaning of the home, where they would mop floors and clean touch points.

Where people had been unable to consent to COVID19 tests or vaccinations, the provider had ensured appropriate evidence and consultation was made on their behalf before decisions were made.

## 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 Hollies

## **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 11 March 2021 and was announced.

# Is the service safe?

## Our findings

S5□ 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.