

Miss Helen Catherine Eslick

The Hollies Rest Home

Inspection report

7 Morningside Road
Southport
Merseyside
PR9 0TS

Tel: 01704541506

Date of inspection visit:
19 January 2021

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04 February 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

The Hollies Rest Home provides accommodation and personal care for up to 23 people. There were 18 people living at the service.

We found the following examples of good practice.

- The service had responded well to the changing threat of coronavirus. Good liaison with statutory bodies had equipped the manager and staff with the latest knowledge so that people were receiving appropriate protection and support.
- We noted the regular contact and updates given to relatives via email so that they could keep up to date with events in the home.
- Management support was good, and infection control audits were carried out to help ensure safe standards were maintained.
- The provider had liaised well with external agencies for support.

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 Rest 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 19 January 2021 and was announced shortly before we visited.

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 would admit people safely to the service, although this was currently on hold due to the infectious outbreak.
- 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 asked the provider to check the disposal bins in the home to ensure they were peddle operated.
- 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.