

Glenholme Healthcare Limited

Glenholme Haddon House Ltd

Inspection report

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20 January 2021

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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

Glenholme Haddon House Ltd is a residential care home providing personal care for up to 15 people who have a learning disability. Glenholme Haddon House Ltd accommodates people in one adapted building.

The service was a large home, bigger than most domestic style properties. It was registered for the support of up to 15 people. 15 people were using the service. This is larger than current best practice guidance. However, the size of the service having a negative impact on people was mitigated by the building design fitting into the residential area. There were deliberately no identifying signs, intercom, cameras, or anything else outside to indicate it was a care home. Staff were also discouraged from wearing anything that suggested they were care staff when coming and going with people.

We found the following examples of good practice.

The service was only receiving essential visitors at the time of our inspection.

The service had an area set up in the garden for visits to take place. Although visits had been paused at the time of our inspection, there was a booking system in place so that relatives and friends could book appointments to visit when visits resume.

People were supported by staff in full personal protective equipment (PPE), whether that person was COVID-19 positive or negative. This is called barrier nursing. This is to protect both staff and people living in the service from spreading infection.

The deputy manager told us that they had changed systems within the service to reduce the spread of infection. Staff were all being tested on arrival at the service to ensure they were safe to continue with their shift.

The building was clean and free from clutter. During our inspection we observed staff cleaning communal areas. The deputy manager told us that frequently touched areas were cleaned more often. They had a member of staff responsible for the cleaning of these areas each day.

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

Glenholme Haddon House Ltd

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 unannounced.

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 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.
- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. This is because they had a policy in place which asked them to complete a health questionnaire and a temperature check with each visitor, the inspector did not experience this during their visit.