

Chartbeech Ltd

# Hay House Nursing Home

## Inspection report

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26 February 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

Hay House Nursing Home offers accommodation with nursing care and support to up to 35 older people, the majority of whom are living with dementia. At the time of this inspection there were 35 people living there.

We found the following examples of good practice:

The service had been facilitating outside visits and ensuring people had support to stay in touch with family and friends through technology and phone calls. They were now preparing to enable indoor visits by prior appointment using a large purpose made screen in the conservatory. They were planning cleaning schedules and a fogging machine between visits. Guidelines and procedures were being communicated to families to ensure positive, safe visiting.

People and staff have been regularly tested to ensure they have not contracted Covid-19. Strict measures were in place to ensure people and staff would be isolated immediately if they had any symptoms of the virus, or if they had tested positive. Contingency and admission plans were clear and included how to manage the two rooms shared by two people if necessary. People and staff had received their first Coronavirus vaccination.

People had coped well during the pandemic due to a dedicated staff group and a good range of activities to suit individual interests and engagement to keep people occupied. Birthdays had been celebrated and a new Smart TV was used for quizzes. An exercise instructor had run exercise classes for people from the decking. A volunteer had been recruited and included in the testing programme to enable additional support.

Most people were living with dementia and did not understand social distancing. Staff managed this well and ensured they and people regularly washed their hands. There was a clear admission policy including individual risk assessments to manage those living with dementia who were unable to fully isolate in their rooms on admission.

Safe procedures have been followed by staff to minimise the risk of transmitting Covid-19. They had good stocks of all personal protective equipment (PPE), including long sleeved gowns kept in a new PPE shed. There were supplies of PPE and clinical waste bags available around the home, which was monitored to ensure visible items were not a risk to people moving around the home with dementia. Staff were seen using appropriate PPE.

Staff had received training on donning and doffing and on the coronavirus pandemic from various sources including e-learning and from in-house training sessions. The registered manager knew who to contact for advice or in the case of a positive Covid result.

The home was clean and hygienic. Detailed cleaning schedules were in place for all areas of the home. All touch points were cleaned frequently including high touch points. Deep cleaning of all areas was carried out regularly. The home was well-ventilated and the premises were spacious to enable staff to support people to socially distance as much as possible. New key pads had been installed temporarily to manage zones. The large grounds would be used more as the weather improved.

The registered manager and providers acknowledged the staff team had been through a very difficult time and supporting staff to have regular time off and support and access to counselling if needed. Staff felt valued and appreciated and had received acknowledgment for their hard work.

## 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**

# Hay House 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 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 26 February 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.