

Techcrown Limited

Hollywynd Rest Home

Inspection report

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13 November 2020

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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

Hollywynd Rest Home is a residential care home providing personal care for up to 40 older people. At the time of our inspection there were 22 people in residence. The home is one adapted building, with communal areas and a private garden.

We found the following examples of good practice.

There was a clear system in place to alert staff to new positive cases within the home. This consisted of a verbal handover, alerts on the electronic care planning system, which staff accessed through hand-held devices, and a discreet marker outside the person's bedroom.

Staff regularly monitored people who had coronavirus, using prompts on the electronic care planning system to record how they were and their symptoms.

Staff received a high level of practical and emotional support from the management team. This included delivering provisions when they were isolating at home if required. Information on external sources of support had been shared with staff.

A visiting area had been set up in the conservatory, with a separate entrance for visitors and a screen. The staff team had liaised directly with family members and friends to ensure they understood the safety procedures for visits once the home was re-opened.

We were not assured of best practice in some areas. There was no clear approach to keeping staff and people in small contact groups to reduce the risk of spread in the event of a person testing positive for coronavirus. Our observations of the way some staff used PPE did not meet with best practice guidelines.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were mostly assured the service were following safe infection prevention and control procedures to keep people safe.

Areas of concern were addressed to the registered manager and provider. We shared additional resources to support best practice.

Inspected but not rated

Hollywynd 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 13 November 2020 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 admitting people safely to the service.
- 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 have also signposted the provider to resources to develop their approach.

There wasn't a clear approach to keeping staff and people in small contact groups to reduce the risk of spread in the event of a person testing positive for coronavirus. The registered manager told us the staff team had been too depleted at times during the outbreak to allocate staff to particular zones within the home. Since our inspection, the registered manager confirmed staff were allocated to a floor during their shift so as reduce mixing between teams.

There was a good supply of PPE within the home but our observations highlighted some concerns around its use. One staff member was observed in a corridor without a mask. Some staff were seen to touch or adjust their masks and, on one occasion, pull the mask down to speak with a resident. No hand hygiene was observed following these instances. We shared our concerns with the registered manager who addressed them to staff during handover.

The provider's infection prevention and control policy and coronavirus management plan was dated August 2020. There was no evidence these had been reviewed to reflect updates in working practice or national guidelines. However, the registered manager had printed copies of national guidance which she told us were used to supplement their policy and guide their approach.