

Park Healthcare Limited

# Hays House Nursing Home

## Inspection report

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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

Hays House Nursing Home provides nursing care and accommodation to up to 43 people. 10 of the beds were part of the discharge to assess initiative. This supports people to leave hospital, when safe and appropriate to do so, whilst continuing their care and assessment in a care environment. There were 41 people using the service at the time of the inspection.

We found the following examples of good practice.

Clear focus was given to enabling relatives and friends to visit in a safe way. The service had introduced strict measures to prevent visitors from catching and spreading infections. Visitors were screened for symptoms of COVID-19 and were provided with personal protective equipment (PPE) to wear whilst in the home. A communal lounge on the ground floor had been designated in the early stages of the pandemic, as a safe space to enable visiting. A visiting pod had also been built with its own external access. The pod had an integral intercom system to enable effective communication. More phones, iPads and laptops were purchased to help people have regular contact with their family and friends.

Systems and routines had been reviewed to ensure safety was maximised. This included staggered times for staff breaks and working in designated areas, rather than across the whole home. Social distancing was promoted, and seating arrangements had been reduced within communal areas. Other aspects such as sourcing more clinical waste bins for the safe disposal of PPE, had taken place.

Robust cleaning regimes were in place and deemed an integral part of ensuring a safe environment. There were three domestic staff on duty and another who worked in the laundry. There were cleaning schedules for all areas of the home, and these were regularly reviewed to ensure maximum effectiveness. All areas seen were clean, with no unpleasant odours.

Staff had received regular infection prevention and control training, with additional elements related to the pandemic. Areas covered included how to put on and safely take off PPE, and good hand hygiene. Observation and monitoring were undertaken to ensure these practices were adhered to at all times. There was further auditing, to check the overall effectiveness of the infection prevention and control framework. Staff told us this enabled things to be identified and addressed, before becoming an issue.

The provider and registered manager kept up to date with government guidance. This was through general reading, management forums, other agencies and shared learning within the organisation. The information was regularly cascaded to staff, and practice was adjusted as required. The registered manager kept relatives and friends updated with any changes to guidance, both verbally and in writing.

Regular testing for COVID-19 was being carried out for people using the service and staff. Staff undertook their tests before they came to work, or in a completely separate part of the building. This ensured only staff who were safe to enter the home, could do so. The tests were recorded and registered in line with current

guidance.

The registered manager and provider were appreciative of the staff team, and maintained morale well. They did this by gestures such as providing takeaways, and additional money for overtime working. Staff were paid if they were unwell, and unable to work. The registered manager and provider gave staff time and listened and communicated effectively. A whole team approach had been developed, which also enabled staff to be supportive of each other. Risks had been assessed for those staff who were deemed more vulnerable than others. Any concerns were addressed, with additional measures to maximise safety if required.

There were effective systems in place to check staff and professional visitors were vaccinated against COVID-19. All professional visitors were required to show their vaccination status before being allowed into the home. The registered manager and some registered nurses had completed training and an assessment of their competence, to enable them to administer vaccinations on site. This had been positive, and enabled vaccinations to take place in a timely manner. All staff were pleased to support the vaccination programme and were vaccinated as required, at that time.

## 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**

# Hays 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 8 February 2022 and was announced. We gave the service 48 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.