

Sholden Hall Residential Home

# Sholden Hall Residential Retreat

## Inspection report

London Road  
Sholden  
Deal  
Kent  
CT14 0AB

Tel: 01304375445

Website: [www.sholdenhall.co.uk](http://www.sholdenhall.co.uk)

Date of inspection visit:  
19 November 2020

Date of publication:  
09 December 2020

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

Sholden Hall is a residential care home providing personal care for older people, many of whom are living with dementia. There were 17 people living at the service. The service can support up to 27 people.

We found the following examples of good practice.

- Staff had access to and used personal protective equipment (PPE) as advised. There were PPE stations around the service to ensure that staff could access these easily. Posters which gave guidance about how to use PPE were displayed for staff to use as a reminder when required.
- People were supported to maintain contact with family and friends via the phone or video calls. When in lockdown people had window visits from loved ones and at other times appointments could be booked for socially distanced visits.
- When people were isolating in their rooms the registered manager had increased staffing levels. This allowed staff the time to spend with people in their rooms to reduce loneliness and improve their well-being.

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

**Inspected but not rated**

# Sholden Hall Residential Retreat

## **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 November 2020 and was announced.

# 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 accessing testing for people using the service and staff.
- We were assured that the provider was meeting shielding and social distancing rules. We were assured that the provider was using PPE effectively and safely.
- 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.