

Mr & Mrs P Menon

Holly House Residential Home

Inspection report

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Date of inspection visit:
07 December 2020

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26 February 2021

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

Holly House Residential Home is a 'care home' providing accommodation and personal care for up to 22 older people. At the time of the inspection, 16 people were in residence.

We found the following examples of good practice.

There was a clear process for visitors to follow which included COVID-19 testing, temperature checks, a risk assessment and the wearing of personal protective equipment (PPE).

Staff had received training in the use of PPE. We saw this was accessible throughout the home and staff used it in accordance with the most up to date guidance.

Additional cleaning schedules had been put in place to ensure high touch surfaces were cleaned regularly with additional cleaning at night to maintain good hygiene standards.

There was a clear procedure in place, in line with national guidance, to ensure people were admitted to the service safely.

People living in the service and staff were being tested for COVID-19 in line with national guidance. Additional measures were in place such as regular temperature checks and other symptom checking to identify if people required further testing.

Staff were supported to isolate and shield where necessary. The provider had put in additional measures to keep staff safe such as providing transport for those who used public services to get to work.

The infection control policy was up to date and audits were in place to monitor cleanliness, handwashing and PPE use.

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?

Further information is in the detailed findings below.

Inspected but not rated

Holly House Residential 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 07 December 2020 and was unannounced.

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.