

Mr H R & Mrs J C & Mr M J Martin

# Hollymead House

## Inspection report

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11 November 2020

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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

Hollymead House is a care home providing residential care for up to 34 older people with care and support needs. There were 32 people living at Hollymead House at the time of our inspection.

We found the following examples of good practice.

The registered manager had a booking system in place to stagger visits from relatives to allow for cleaning and ventilation. Visits could be facilitated throughout the day at times that suited people. There was a separate room with external access allocated for visits to take place. Personal protective equipment was provided for visitors if needed.

Staff were aware of the impact the pandemic had on people's wellbeing and had adapted their activity programme to meet individual needs. For example, offering more one to one activities and games of bingo which people told us they enjoyed. Staff knew people well and had developed good relationships so emotional support and reassurance could be offered to people when needed.

The frequency of admissions had been reduced throughout the pandemic to reduce the risk to people. The registered manager had sought advice from the GP on how to safely care for a resident identified as clinically vulnerable. The registered manager told us they had purchased twenty rapid result COVID-19 tests for use if results were needed urgently.

During the inspection staff spoke positively about feeling supported and felt united as a team.

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 was following infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Hollymead House

## **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 conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 11 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 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 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.

We have also signposted the provider to resources to develop their approach.