

# Fairway Homes (Derby) Limited

# Holbrook Hall

## Inspection report

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Date of inspection visit:  
15 December 2020

Date of publication:  
08 January 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Holbrook Hall is registered to accommodate 36 people. There were 27 people using the service at the time of our inspection. Each person had their own bedroom and access to a variety of communal areas and outside spaces.

We found the following examples of good practice.

- The home was visibly clean and tidy.
- People and visitors were informed of safe infection control procedures via posters and information leaflets that had been placed around the home.
- The registered manager was aware of all current guidance provided both locally and nationally on how to reduce the risk of the spread of the infection at the home.
- Access to the home was restricted. No new admissions to the home were currently permitted. Plans to admit people safely were in place. This will include a mandatory 14- day isolation period to reduce the risk of spreading the virus to others.
- Regular testing was completed of staff and people living at the home.
- Visitors were currently prohibited from entering the home; however, an assessment of how to enable visitors to see relatives had been completed. A booking system was in place. Visitors could book a 45 minute slot and they did not access the home at any time. They met and spoke with their relatives through a Perspex screen, using a microphone in a COVID-19 secure environment.
- After each visit the area was thoroughly cleaned ready for the next visitor.
- Staff supported people to maintain contact with family and friends in other ways. This included the use of technology, such as Skype as well as regular phone calls.
- Personal Protective Equipment (PPE) and hand sanitising stations were readily available throughout the home. Training on the safe 'Donning and Doffing' of this PPE had been completed by all staff.
- Clear, designated isolation areas were in place that could be closed off to the rest of the home for people who had a positive COVID-19 test. .
- A designated staffing team was assigned to the isolation areas with their own entrance and exit points to limit contact with others.
- Staffing hours had been increased to ensure people were kept safe during the COVID-19 outbreak.
- Agency staff had been used to cover some of these shifts. Robust procedures were in place to ensure the agency staff were suitable to work at the home. This included a negative COVID-19 test, a criminal record check and all mandatory training was completed and up to date.
- The performance of agency staff was also monitored via regular observations and them being paired with an experienced member of the permanent staff.

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**

# Holbrook Hall

## **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 (IPC) 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 15 December 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 had risk assessed how to safely enable visitors to the home.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider had effective isolation procedures in place to keep people safe.
- 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.