Wicksmith Holdings Limited

Hollybush Residential Home

Inspection report

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Date of inspection visit:
28 January 2021

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18 February 2021

Ratings

Overall rating for this service	Inspected but not rated

Is the service safe?	**Inspected but not rated**

Summary of findings

Overall summary

Hollybush Residential Home is a care home which offers care and support for up to 14 predominantly older people. At the time of the inspection there were 14 people living at the service. The service occupies a detached house over two floors with a chair lift for people to access the upper floor. The service was equipped with facilities to support the needs of people living at Hollybush Residential Home.

We found the following examples of good practice.

Staff were following up to date infection prevention and control guidance to help people to stay safe. The registered manager had arranged for all staff to receive training in house on the appropriate use of personal protective equipment (PPE). Additional on-line infection control training had been made available to the staff team and updated regularly.

The service was clean throughout. There were appropriate procedures to ensure infection control risks were minimised. Seating in the lounge and dining area reflected social distancing guidance. Regular discussions took place between staff and people to ensure they understood the reasons for safe distancing. People who had limited capacity were sensitively encouraged to safe distance by staff.

People and staff were being regularly tested in accordance with current guidelines. Appropriate admission procedures had been developed and everyone who moved into or returned to the service from hospital had a negative test result on the day of their return. If a positive test occurred people would be supported in their room in isolation.

The service was closed to visitors following government guidance. There was an external room being installed as a temporary visiting room in the service garden, with separate entrances for people and their visitors. A permanently installed clear wall would minimise risks of infection to enable visits to be completed safely and comfortably.

Clear signage and sanitiser dispensers were in place around the service. They were informative and highlighted what PPE was required to protect people. On entry a staff member followed a checklist procedure, took the temperature and this was recorded in the visitor book to help track and trace. Visitors were encouraged to wash their hands on entry and exit to support infection control.

The registered manager communicated regularly with people, staff and relatives to make sure everyone understood the precautions being taken, and how to keep people safe.

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?

Inspected but not rated.

Inspected but not rated

Hollybush 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 28 January 2021 and was announced.

Inspected but not rated

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 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.