

Hollybank Rest Home Limited

# Hollybank Rest Home

## Inspection report

41 Winchester Street  
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Hampshire  
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27 August 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

Hollybank Rest Home provides care and accommodation for up to 23 older people who are physically frail or may be living with dementia. At the time of our inspection there were 22 people living at the home.

We found the following examples of good practice.

- □ Visits were by appointment and staggered to minimise visitor numbers. A designated visiting room had been set up, with a purpose built large clear screen, enabling socially distanced visits. An Ipad had been purchased and an account set up for the residents to use. Closed 'window visits' had been arranged for a person living with dementia who was used to seeing a relative who lived nearby.
- □ The registered manager had put up a covid information board at the suggestion of residents, as part of increased communications.
- □ Where staff had health concerns, or family health concerns, they had been supported to shield. The registered manager arranged the staff rota to enable all staff to attend testing on Thursdays. A new member of staff had self-isolated at home for seven days after leaving their previous employment, and was tested before starting work at Hollybank.
- □ Contingency planning demonstrated good community links and networking. For example, in an emergency the service could use a local restaurant's freezers to store food.

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 safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

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## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 27 August 2020 and was announced. 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.

## 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 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's infection prevention and control policy was up to date.

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