

Ingham Healthcare Limited

Ingham Old Hall Care Home

Inspection report

Sea Palling Road
Ingham
Norwich
Norfolk
NR12 0TW

Date of inspection visit:
17 August 2020

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Tel: 01692580257

Website: www.inghamoldhall.co.uk

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Ingham Old Hall is a residential care home providing personal care. At the time of the inspection, care was being provided to 18 people aged 65 and over who live with dementia. The service can support up to 25 people. Accommodation is over two floors of an adapted period building.

We found the following examples of good practice.

- The manager has sent monthly emails to families with photos of their relative to help reassure and give updates
- A gazebo had been erected in the garden to enable visiting of family members. This was by appointment only, with two visits per day so that the area can be disinfected between visits. Visitors were having their temperature taken and handwashing was required prior to appropriate Personal protective Equipment (PPE) being supplied
- Additional safety measures were put in place to facilitate socially distanced visits for a relative to see their family member indoors due to a specific identified need.
- Cleaning staff had been increased to ensure that enhanced levels of cleanliness were maintained with cleaning schedules and checklists being robust
- Staffing levels had been increased during the pandemic to provide extra support and social activities.
- Isolation procedures put in place when a person living in the home tested positive for COVID-19 had worked, so the virus did not spread within the home.
- COVID-19 care plans had been completed for all residents which included a section identifying if the person understood the measures required to keep them 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

1

Ingham Old Hall Care 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.

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 17 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 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 was making sure infection outbreaks can be effectively prevented or managed.

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