

The Hamptons Retirement Home Limited

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Inspection report

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Date of inspection visit:
26 October 2020

Date of publication:
12 November 2020

Ratings

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

Overall summary

About the service

The Hamptons Retirement Home is a care home providing personal care to a maximum of 30 older people over the age of 65. Some of those people lived with dementia, a physical disability or a sensory impairment. At the time of our visit 12 people lived at the home. The home had been open for six weeks at the time of our visit.

We were assured of the provider's safe management of infection prevention and control processes. The design of the building was not suitable to become a Designated Setting. Consideration would need to be given to the provision of separate cleaning and laundry facilities, on the designated floor and the provider would need to recruit additional staff.

We found the following examples of good practice.

- There was a purpose built infection control station located just outside the main front door to the home, so that visitors could safely wash and sanitize their hands before entering the building.
- On arrival to the home visitors completed a Covid-19 health screening questionnaire. Their temperature was recorded and they were provided with personal protective equipment (PPE) including disposable gloves, aprons and masks to protect people from risk of infection.
- Staff did not work in other health or social care settings which mitigated the risk of cross infection.
- Staff had been supported in a variety of ways to reduce anxiety and promote their wellbeing.
- The provider had purchased mobile phones for people who did not have one. This meant people were able to maintain contact with their loved ones.
- Staff changed their clothes at the start of their shift to reduce the risk of cross infection.
- The provider had adopted the NHS Red Amber Green (RAG) method. This meant there was clear guidance on the required PPE protocols for staff to follow before entering bedrooms in the event of people having to isolate.

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.

The design of the building meant the service could not become a designated service.

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.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status.

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 review of infection control and prevention measures in care homes.

This inspection took place on 26 October 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 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.