

Wren Hall Nursing Home Limited

Wren Hall Nursing Home

Inspection report

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29 March 2022

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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

Wren Hall Nursing Home is a care home registered for up to 54 people including people living with dementia. At the time of the inspection there were 50 people living there.

We found the following examples of good practice.

During the outbreak of COVID-19 there were restrictions on visiting the service which were in line with current government guidance. The provider had ensured that people were able to maintain contact with relatives using technology and window visits whilst visiting was restricted. The service was following guidance in regards to essential care givers were requested by relatives.

People were supported and encouraged to maintain their independence and continue with activities and social engagement during the outbreak. The provider supported this with comprehensive and robust risk assessments that were personalised to people living at the home.

The home looked exceptionally clean throughout and maintained to a high standard. Domestic staff carried out regular cleaning with additional cleaning and disinfection of high touch points such as door handles or handrails.

There was a system in place for visitors and appropriately placed signage to ensure they followed the current guidance on the use of personal protective equipment (PPE), testing and social distancing. We saw staff wearing PPE in line with the latest guidance.

There was a comprehensive infection prevention and control (IPC) policy in place and monthly audits were conducted that highlighted issues effectively. The service had implemented action plans accordingly to rectify and mitigate risk to people living within the home. This ensured care was delivered safely.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information is in the detailed findings below.

Inspected but not rated

Wren Hall Nursing 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 29 March 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.

Visiting in care homes

- The provider ensured people were able to see their visitors in such a way that did not increase the risk of the spread of infection throughout the home. Action had been taken by the registered manager to the reduce the risk of people experiencing social isolation and loneliness. Visits were taking place in line with current guidelines. Prior to the COVID19 outbreak a booking system was used to ensure the service could effectively manage social distancing whilst friends and relatives visited.