

Holly Tree Lodge Limited

Holly Tree Lodge Residential Home Derby

Inspection report

2-4 Thornhill Road
Derby
Derbyshire
DE22 3LX

Tel: 01332382660

Date of inspection visit:
19 May 2021

Date of publication:
29 June 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Holly Tree Lodge is a care home providing personal care for up to 27 people aged 65 and over. At the time of our inspection there were 22 people using the service. The home is a large adapted property located over two floors.

People's experience of using this service and what we found

Moving and handling practices were not always safe, we found that not all equipment was tailored to the person it was being used for. This was in relation to equipment used to transfer people and also walking aids. The provider took swift action to rectify this and ensure safe practice.

People were protected from the risk of infection. Government guidance on the use of personal protective equipment (PPE) was being followed and staff were wearing appropriate PPE and washing their hands regularly.

The registered manager was working closely with health care professionals to implement current moving and handling practice within the service and make improvements where needed.

Rating at last inspection

The last rating for this service was good (published 05 February 2020).

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Why we inspected

The inspection was prompted in part due to concerns received about safe moving and handling of people using the service. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found evidence, during this inspection, that people were at risk of harm from these concerns. However, this was rectified swiftly to ensure people's safety.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

Please see the safe section of this full report. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Holly Tree Lodge Residential Home on our website at

www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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.

Holly Tree Lodge Residential Home Derby

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about moving and handling. We will assess all of the key question at the next comprehensive inspection of the service.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was undertaken by an inspector and inspection manager.

Service and service type

Holly Tree Lodge Residential Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We reviewed information we had

received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used all of this information to plan our inspection.

During the inspection

We spoke with four members of staff including the, registered manager, assistant manager and two care workers plus a visiting health care professional.

We reviewed a range of records. This included four people's care records. We looked at staff training and information about staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We requested updated moving and handling risk assessments and these were provided within the given time frame.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about Holly Tree Lodge Residential Home. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Not all risks had been effectively assessed, managed and mitigated. Improvements were required to ensure people were supported to move and transfer safely.
- We saw that risk assessments the provider had in place lacked information and required further details of people's individual needs. Further detail was required in relation to the type of equipment needed to support people to move safely and how staff should use this.
- Staff did not always demonstrate a good knowledge of how to move people. For example, we observed staff using the wrong size sling to move a person therefore exposing them to a risk of injury.
 - Moving and handling equipment was not always specific to people's needs. We found walking frames were not allocated to individuals which posed a risk a person may use the wrong sized frame.
- Following our inspection, the management team took action to review and improve all moving and handling risk assessments and retrain all staff in moving and handling. They also provided assurances that equipment was now allocated to people based upon their individual needs.

Preventing and controlling infection

- We observed that in one toilet, there were no aprons, sanitiser or soap. We informed the registered manager who took immediate action, we were assured by this.
- Guidance for hand washing, personal protective equipment and infection control were displayed in the service. Staff had access to personal protective equipment which we observed staff wearing appropriately.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed as there had been only one outbreak in February 2021, this was managed by the provider's infection prevention and control policy which was up to date.
- The provider ensured infection outbreaks can be effectively managed. All staff had received both vaccination's and a new resident into the home was isolating, therefore admitting people safely to the service.
- We were assured that the provider's infection prevention and control policy was up to date.