

Holly Hall Care Limited

Holly Hall House

Inspection report

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17 February 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

Holly Hall House is a registered care home providing accommodation and personal care for up to 10 adults of various ages with a range of conditions. Some people lived with a learning disability or mental health condition.

We found the following examples of good practice.

The provider was following best practice guidance in terms of ensuring visitors to the home did not spread COVID-19. On arrival visitors were asked to consent to a lateral flow test (LFT) and their temperatures recorded.

Where possible staff encouraged people to keep a safe distance from each other and there was additional cleaning of touch points in communal areas to mitigate the risk of cross infection.

People were supported to keep in contact with their family members through social media, phone calls, physical visits, or driveway and garden visits.

Staff were adhering to personal protective equipment (PPE) guidance and practices. There was a plentiful supply of PPE in a number of locations throughout the home including the front reception area.

Clear plans were in place for people who may be required to self-isolate.

Staff continued to support people to access healthcare and arrangements were in place should people need to attend hospital and return to the home 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

Holly Hall House

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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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.

The inspection was carried out by one inspector. The inspection took place on 17 February 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices in the premises.

To the left hand side of the laundry sink there were grooves in the metal making it difficult to clean. A radiator in one toilet room had been painted over rust. The surface was very rough and would be difficult to clean properly.

There was wood/paint damage to some walls, ceilings, the tops of dining room tables, window sills and skirting boards. There were gaps in the joins in the flooring of the new wet room, sealant damage in a number of places and tile top edges in toilets and over hand wash basins had a bare grout finish not plastic surfaces for easy clean these issues made proper cleaning difficult.

There was a build-up of limescale on some tap heads, plug holes in a number of sinks in bedrooms and toilet rooms were rusty with a rough surface making them difficult to clean.

The registered manager told us they had referred all of the issues to the provider's maintenance department for assessment of the issues and to make improvements.

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

There was a lounge and dining room for people to use. We saw windows were open to allow ventilation and all bedrooms were single occupancy reducing infection transmission risks.

- 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 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's approach to visiting was in line with the current government guidance. Relatives could visit people in their individual bedrooms, on the drive or in the garden. The use of social media methods and regular telephone calls ensured people stayed in contact with their families.
- From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.
- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.