

Hollywood Rest Home Limited

# Hollywood Rest Home Limited

## Inspection report

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09 November 2020

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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

Hollywood Rest Home is a residential care home that provides care for up to 36 older people, some of whom are living with dementia. 29 people lived at the home when we visited.

We found the following examples of good practice.

The registered manager and staff responded quickly when people tested positive for COVID-19. The first floor had been repurposed to support people who tested positive for COVID-19 to isolate. Designated staff were allocated to the first floor to minimise the spread of infection.

Social distancing was promoted through separate lounges and restrictions on the number of people who could access communal areas at one time. Staff were allocated to specific communal areas within the home to minimise the spread of infection.

Only essential health professionals visited the home at the time of inspection because people had tested positive for COVID-19. The temperature of all visitors was recorded, and all visitors were required to wear PPE including a mask, gloves and apron.

Relatives had access to their family members digital care records so they could see care plans and daily records. This allowed relatives to see how their family members were in real time.

Staff engaged people in activities such as singing and dancing, games that included 'play your cards right' and coffee mornings to promote people's well-being. A blanket made of the pictures that had been sent in by family members had been arranged for one person.

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?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**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.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 09 November 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.