

The Salvation Army Social Work Trust

Holt House

Inspection report

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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

Holt House provides personal care and accommodation for up to 32 people, some of whom are living with dementia. At the time of this inspection there were 23 people living in the home.

We found the following examples of good practice.

The environment was clean throughout. The home had a cleaning regime in place and recently an external cleaning company completed a deep clean to reduce the risk of cross contamination.

A robust screening process was in place for all essential visitors to the home. This included completion of a health screening questionnaire, temperature check, evidence of a recent lateral flow test and a vaccination check for visiting professionals.

The staff team worked together to cover any arising vacant shifts, supported by bank staff where needed. Agency staff were sometimes used when essential, and processes were followed to enable this safely.

Safe visiting was taking place, with visitors able to access the home via an alternative entrance to minimise footfall within the home. A bespoke visiting pod was used to facilitate these visits.

There was ample personal protective equipment (PPE) including masks, gloves, aprons and hand sanitiser available. PPE stations were located around the service. Used PPE was disposed of safely in clinical bins. Checks took place to ensure staff maintained good hand hygiene practice and put on and took off PPE properly.

The registered manager sought support and advice from external agencies including the local health protection team and CQC and was open to all advice and guidance offered.

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 was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Holt 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 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 21 January 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 the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.