

Hatfield Investments Limited

Crossways

Inspection report

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Sheringham
Norfolk
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Date of inspection visit:
23 March 2021

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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

Crossways is a care home providing residential care in a converted building. The home provides care to a maximum of 24 people. At the time of the inspection there were 23 people receiving care.

We found the following examples of good practice:

The service had developed robust risk assessment to help them manage the care provided to people during the COVID-19 pandemic. This included on risks to staff, visiting, cleaning and posed overall by COVID-19.

The service had drawn up maps of suggested areas that could be zoned off in the event of an outbreak of COVID-19 to ensure people could be cared for safely.

Two volunteers, who had been vaccinated and were regularly tested, were taking people who lived in the service out for walks in wheelchairs to promote their wellbeing and help gain their confidence for going out.

The service had set up a weekly non-profit shop for people living in the service to buy their own items as they no longer could visit the local shops.

People who lived in the service had completed a questionnaire during the first lockdown which looked at the impact of the restrictions. The overall outcome being they missed their families. The service was looking at repeating this.

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

Crossways

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 the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 23 March 2021 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 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.

We were somewhat assured the service was isolating people who lived in the service on admission or return from hospital for sufficient time. They had extra testing for COVID-19 in place to lower risks. Following guidance being sent the practice was changed to meet Government guidance.

We were somewhat assured the service was carrying out full assessments regularly enough on people who lived in the service for symptoms of COVID-19. Following guidance being sent the practice was changed to meet Government guidance.

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