

Hinstock Manor Residential Home Limited

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Inspection report

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Date of inspection visit:
27 January 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

Hinstock Manor is a care home providing accommodation and nursing or personal care for people aged 65 and over, some of whom were living with dementia. The home is registered for up to 51 people. On the day of our inspection, 44 people lived at the home. The home has two separate wings and care is provided across two floors. Communal dining rooms and lounges were located on the first floor of both wings.

We found the following examples of good practice.

Robust visitors checks were in place and an electronic device identified whether visitors' masks were correctly in place. The device also took the visitors temperature. Vaccination passport and COVID-19 LFT (Lateral Flow Tests) checks were recorded. A convenient sink was located at the main entrance for hand washing.

People living in the home benefitted from a separate visiting pod for relatives and friends, this enabled them to receive visits from family members safely.

Staff received infection control quizzes and were encouraged to take these home to their families in order to educate and promote safe hygiene practices.

Staff received up to date guidance and training. A trained infection prevention champion provided advice and guidance for safe infection control practices.

There were clear zones identified throughout the home to safely promote social distancing whilst mitigating the risk of cross infection.

People who were positive with COVID-19 continued to receive visitations through virtual meetings supported by electronic devices, window visits and telephone calls.

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.

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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 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 27 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 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.
- The service supported visitation during outbreaks through the essential care givers programme and facilitated visitation for people during end of life, in line with government 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.