

Carebase (Hemel) Limited

# Water Mill House Care Home

## Inspection report

Rose Lane (off Red Lion Lane)  
Hemel Hempstead  
Hertfordshire  
HP3 9TE

Tel: 01442269888

Date of inspection visit:  
17 February 2021

Date of publication:  
01 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Water Mill House Care Home provides accommodation, personal and nursing care for up to 65 people. At the time of our inspection, 51 people were living at the service.

We found the following examples of good practice.

- The service was receiving professional visitors with robust infection control procedures in place. Visitors were received into the reception area where they were provided with guidance, personal protective equipment (PPE) and a health screening questionnaire was completed. Each visitor had their temperature checked by staff.
- The service had been providing 'screened' visits for people and their families within a designated room. Visits were by appointment only, with times allocated to avoid potential infection transmission with other visitors and to allow for the visiting area to be thoroughly cleaned between visits. At the time of our inspection, visits had been temporarily suspended due to an outbreak of COVID-19 at the service.
- The service had taken steps to alleviate the negative impact of the pandemic on people. Staff had provided a wide variety of in-house activities to support wellbeing including celebrations of festivals and events. A monthly newsletter was compiled which was shared with people, family and friends along with an invitation to attend 'relative's meetings' which were held via group video call. The deputy manager told us of the actions taken to boost morale, such as supporting daily virtual visits, exchanging letters and cards with children from the local school and a 'wave hello event'. This event was where the school children gathered outside with their teachers and waved to the people living at the home with banners and signs they had made.
- PPE donning and doffing stations were placed throughout the service, with ample supplies available. Staff were seen to be maintaining social distance and adhering to the PPE guidance and protective measures in place.
- The service was clean and hygienic. Robust cleaning schedules were in place, which were methodically completed throughout the service. Daily checks and 'walkarounds' of the building, alongside regular infection prevention and control audits were completed by senior staff. Action was promptly taken to address any issues identified.
- The provider had developed policies and procedures in response to the COVID-19 pandemic. Risks to people and staff in relation to their health, safety and wellbeing had been thoroughly assessed.

## 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**

# Water Mill House Care Home

## **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 17 February 2021 and was unannounced.

# 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.