

# Barchester Healthcare Homes Limited

# Hethersett Hall

## Inspection report

Hethersett  
Norwich  
Norfolk  
NR9 3AP

Tel: 01603810478  
Website: [www.barchester.com](http://www.barchester.com)

Date of inspection visit:  
07 February 2022

Date of publication:  
28 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Hethersett Hall provides accommodation and support to a maximum of 70 people, with a dedicated unit for people living with dementia. At the time of the inspection, there were 64 people living at the home.

We found the following examples of good practice.

The principles of cohorting staff teams to support specific areas of the home, to reduce the risk of the spread of infection were in place. Staff were observed to wear personal protective equipment correctly.

Staff completed training and competency checks in relation to infection, prevention and control; this supported staff to implement their training into practice.

Staff supported people, including those living with dementia to maintain good hand hygiene, including through the use of hand sanitizer gel.

Arrangements were in place to prevent the spread of infection, for example through the storage of used laundry, cutlery and crockery when supporting people that had tested positive for COVID-19.

## 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**

# Hethersett Hall

## **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 07 February 2022 and was unannounced.

# 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 Personal Protective Equipment 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.

### Visiting in care homes

- Risk assessments were in place, in consultation with people and their relatives, to support safe visiting arrangements, including during the outbreak. These arrangements ensured essential care givers were part of the home's COVID-19 testing programme and had access to Personal Protective Equipment.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.