

Mrs Valerie Jane Taylor

Hollybank Residential Home

Inspection report

5 Abbots Lane
Kenley
Surrey
CR8 5JB

Tel: 02086604213
Website: www.hollybankhome.co.uk

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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

Hollybank Residential Home is a residential care home providing personal care for up to 17 people aged 65 and over. At the time of our inspection there were 17 people living in the home.

We found the following examples of good practice:

The provider was following best practice guidance to prevent visitors to the home spreading COVID-19 infection. The provider kept in touch with family members and people's friends through regular phone calls and emails.

The provider had arrangements for visitors to meet with people virtually through video conferencing and physically in visiting areas. The provider had arrangements for visitors to meet with people in a visiting pod (designated area for visits) which was a purpose-built visiting area in their garden with a giant transparent screen separating the pod. They also had a conservatory where visitors could meet with people. All visitors have to have had their temperature checked and show proof of negative lateral flow test on arrival; in addition, visiting professionals had to show proof of their COVID-19 vaccination.

In order to control the spread of infection the provider promoted social distancing in the lounge and had two sittings at mealtimes. Each floor in the care home had dedicated staff and staff had staggered break times. The provider informed us that staff used Personal Protective Equipment (PPE) including gloves, mask and apron when providing personal care and when social distancing was not possible.

All COVID-19 positive service users were isolated according to Public Health England Guidelines. The provider informed us if a resident tested positive, they were isolated and were allocated a dedicated carer to cater their needs.

The provider had an admissions process in place. The provider informed us that newly admitted service users had to have had undertaken a COVID-19 PCR test 24 to 48 hours prior to being admitted into the service. A lateral flow test was undertaken on the day of admission into the service and they were isolated according to latest government guidance. The provider informed us that some service users found it difficult to isolate in their rooms and they were allowed outside their rooms if they had a negative lateral flow test; however, they were asked to maintain social distancing in communal areas.

The home had five PPE stations for staff to don and doff (put on and take off) Personal Protective Equipment (PPE). The provider informed us that they had prepared individual packs of PPE including gloves, apron and masks and used these packs with residents who were isolated due to COVID-19.

Our observations during the inspection confirmed staff were adhering to PPE and social distancing guidance.

The provider informed us that all staff had received the infection prevention and control and personal protective equipment training.

The provider informed us that all staff undertook COVID-19 lateral flow tests three times a week and PCR tests once a week. Lateral flow tests were undertaken on a daily basis during an outbreak. The provider confirmed to us that all staff working at the service had received their booster dose of COVID-19 vaccine. The provider informed us that all residents except one had received their booster dose.

The provider informed us that they had an open-door policy and had regular meetings with staff. The provider informed us that one of the care staff was a mental health wellbeing officer who helped residents and staff. The provider informed us they supported the wellbeing of staff by having open discussions, regular virtual meetings and being flexible with their rotas. The care home manager indicated they were supported by the management.

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?

Further information is in the detailed findings below.

Inspected but not rated

Hollybank Residential 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 somewhat assured that the provider's infection prevention and control (IPC) policy was up to date. The provider had a COVID-19 risk assessment for staff in place; however, they had not ensured staff who were more vulnerable to COVID-19 had been assessed and plans were in place to minimise the risk to their health and wellbeing. Following the inspection, the provider informed us that they had risk assessed staff who were more vulnerable to COVID-19 and discussed the outcomes with them. The last detailed IPC audit undertaken by their CCG local area team was on May 2018; the provider informed us that they had addressed all the recommendations following this audit. The provider informed us that they had not undertaken their monthly IPC audits since a staff member left in February 2021; after a review of the monthly audits undertaken before February 2021, it was not clear which audit tool was used for these audits. Following the inspection, the provider developed an IPC audit tool for their monthly audit and sent us evidence to support this; they also informed us that the IPC lead for the service had completed an IPC audit using this new tool.
- 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.