

Holly Lodge Residential Home Limited

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Inspection report

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14 August 2020

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Holly Lodge Residential Home provides accommodation and personal care for up to 12 older people. At the time of the inspection there were 10 people using the service.

We found the following examples of good practice.

- People were supported to keep in touch with friends and family by utilising technology such as, video chats. One person took great pleasure in having a video tour of their son's house.
- People received 'pen friend' letters from children. People enjoyed replying and this had helped to ease any feelings of social isolation during the pandemic.
- The provider had carried out regular mental health screening for people to ensure any deterioration in their mental health was identified and acted on.
- Picture cards were used if people had difficulty hearing staff through masks. This included diagrams to explain the Covid-19 testing procedure.
- The provider had adapted shift patterns to assist staff to look after their children and alternative arrangements were made to ensure staff were protected from the risks of using public transport to travel to work.
- Discussions were held with staff to reduce their anxieties and the provider understood where to signpost staff if their mental wellbeing had deteriorated.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

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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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 14 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.