

Hatherleigh Care Village Limited

# Hatherleigh Care Village

## Inspection report

Hawthorn Park  
Hatherleigh  
Okehampton  
Devon  
EX20 3GZ

Tel: 0117287256

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24 November 2020

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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

Hatherleigh accommodates up to 52 people in one adapted building. The service mainly provides care and support for people living with dementia. It also provides nursing care. An area comprising of five rooms had been identified as the proposed designated setting.

The provider had set aside five rooms on the ground floor as a designated area of the home in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. The provider intended to only use the designated setting for people who already lived at Hatherleigh but had had to be admitted to hospital for treatment. This part of the home was easily accessed from a separate rear entrance and each room had patio doors to the outside which would be used to accept people on admission. The rooms were self contained with en-suite facilities.

At the time of the inspection there was one person living in one of the rooms. They had been moved here from another area of the home. This was due to the person needing to self-isolate after they had shown some symptoms of Covid-19.

We found the following examples of good practice

There was a detailed pre-admission procedure for staff and people to follow. The service were also devising a separate brochure for people who would be admitted to the designated setting so they were reassured and knew how they would be supported there. A designated team of appropriately trained staff had been identified to work solely in the isolation unit to prevent cross infection. A back up team had also been identified to ensure that trained staff were available if required. This helped ensure people's safety was maintained and that they had the appropriate support to settle in.

The proposed area was visibly clean and hygienic. There was a one way route in and out with suitable hand washing stations. Each room had been made as welcoming as possible whilst minimising décor. This included a hot drink station, TV and radio as well as a separate Personal Protective Equipment (PPE) station, laundry and clinical waste bin. There would be a dedicated domestic staff member and a detailed cleaning schedule. The laundry was adjacent to the area with a clear 'clean' / 'dirty' flow through.

There were no communal areas. A large room had been allocated to enable staff to take breaks safely. When people were discharged, their room would be left empty for 72 hours and decontaminated before any new admission was made to that room.

The provider had a very clear visiting protocol for people, relatives and staff to follow. Visits were by appointment only and were carefully managed to ensure they met the latest Government guidance. All visitors were required to complete a health questionnaire and have their temperature checked on entry to the home. When this was completed satisfactorily, they were supplied with the required PPE. There was good ventilation. Named visitors would be able to visit via each person's individual patio door rather than

access the home itself. Other visitors would be able to enjoy private window visits outside the person's room.

The provider had recognised the potential impact of isolation on people's wellbeing. In addition to facilitating visits and providing 1:1 activities, the provider had purchased specific individual hand held computer devices and mobile phones to facilitate contact between people and their family and friends. These initiatives helped maintain people's mental and physical wellbeing.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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?**

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

**Inspected but not rated**

# Hatherleigh Care Village

## **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.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on and was announced.

## 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.