

The Hollies Nursing And Residential Home Limited

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Inspection report

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26 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

The Hollies Nursing and Residential Care Home provides personal care and accommodation for up to 37 people, some of whom are living with dementia. When we inspected there were 28 people living in the home. Accommodation is provided over two floors with lift access.

We found the following examples of good practice.

Clear signs at the entrance followed current government guidance about visiting in care homes and helped ensure visitors understood this. Visitors had to follow an agreed procedure when entering, which included; having their temperature checked and providing track and trace information. Visitors were provided with hand gel and were offered personal protective equipment, (PPE) if they needed this.

People who had tested positive for Covid 19 had been cohorted in a separate area of the home. Staff supporting them did not work in other parts of the home. Staff breaks were staggered to support them to maintain social distancing.

There was a clear admissions procedure to be used during the pandemic. The home had followed this recently when readmitting a person from hospital.

There were enough stocks of PPE which exceeded the current recommended levels. PPE stations were seen throughout the home which helped ensure staff and visitors had access to it when required. Staff were able to don and doff their PPE safely. Staff had received training in the use of PPE, infection control and hand hygiene. Updated training had been provided which reflected any changes in the infection prevention and control, (IPC) policy.

Staff followed current guidance in relation to promoting wellbeing for people living with dementia during the pandemic. There were posters around the home which explained why staff were wearing PPE.

All staff were tested for Covid 19 every seven days. People who lived in the home were tested every 28 days and those who tested positive were retested following current guidance. People who were unable to consent to testing had been supported following the best interest decision making process.

The management team had reorganised the rotas to minimise the number of different contacts people had with staff when receiving care. Staff worked the same shift patterns and supported the same people as far as possible. Handover between shifts had been completed via Zoom between different departments.

The provider had an effective contingency plan in place to manage the impact of Covid 19 in the home. This had been implemented to good effect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

Hollies Nursing and Residential Home Limited

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 the Care Quality Commission's (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 26 November 2020 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.