

Littlecombe Park Limited

The Hollies Nursing Home

Inspection report

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Date of inspection visit:
02 December 2020

Date of publication:
14 December 2020

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 Care Centre provides nursing and personal care to 62 people. It provides care for older people, people with physical disabilities and people living with dementia. Care is provided across three floors. There is a range of communal areas where people could spend their time whilst socially distancing. The home also had its own gardens and outdoor spaces which people could enjoy.

We found the following examples of good practice.

- Visits to the home had currently been suspended, except for people at the end of their life. The provider and registered manager were setting up a visiting 'pod' in accordance with recognised safe visiting guidance. Alternative ways, including the use of technology, had supported people's ability to remain in contact with their relatives.
- People had been supported to socially distance although this was more difficult when supporting some people who lived with dementia. Staff took appropriate action to reduce risks associated with this. Alterations had been made to how the environment was used and changes in how social activities were provided had been made.
- Admission to the home was completed in line with COVID-19 guidance. People were only admitted following a negative COVID-19 test result and supported to self-isolate for up to 14 days following admission to reduce the risk of introducing infection.
- People's health and wellbeing was monitored. People were observed for symptoms of COVID-19 and other potential infections. Healthcare professionals had continued to provide clinical support to people as this was required.
- Action had been taken to reduce the risk of infection spreading which had included the correct use of personal protective equipment (PPE), isolation of people affected by COVID-19 and the cohorting of staff to reduce the spread of infection. The service did not use agency staff, which reduced the risk of COVID-19 entering the service.
- People and staff were tested in line with national guidance for care homes. Testing had helped the registered manager identify when full infection control measures needed to be implemented and when staff needed to self-isolate.
- As part of full infection control measures laundry and waste arrangements had been correctly implemented to reduce the spread of infection.
- Cleaning schedules had been enhanced and were followed by housekeeping staff and care staff. This

included the additional cleaning of frequently touched surfaces to reduce the risk of infection spreading.

- The provider's policy for managing COVID-19 and related infection prevention and control procedures had been reviewed and kept up to date. COVID-19 guidance was also kept up to date for staff reference.
- Staff had received training and support in relation to infection control and COVID-19. Records showed that the registered manager and staff had taken immediate action to manage an outbreak situation and they recorded the ongoing actions taken to support people and staff through an outbreak of COVID-19.
- The provider team had provided support and guidance to the home's management throughout the COVID-19 outbreak. Reflection and lessons learned will be used to support further learning around the management of 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?

We were assured the service was following safe and correct infection prevention and control procedures.

Inspected but not rated

The Hollies Nursing 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 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 2 December 2020 and was announced.

Is the service safe?

Our findings

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.