

Wenham Holt Nursing Home Limited

# Wenham Holt Nursing Home

## Inspection report

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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

### About the service

Wenham Holt Nursing Home is a care home providing accommodation with nursing and personal care for up to 50 people living with dementia, a physical or learning disability, or other frailty.

### People's experience of using this service and what we found

We were assured that the provider's systems and processes for identifying, assessing and managing risks were suitable to keep people safe and respect their freedoms. Appropriate processes were in place for risks relating to the premises and equipment, and for individual risks affecting people's safety, health and wellbeing.

The provider had made necessary changes to the service to protect people from the risk of the spread of COVID-19. We identified the following areas of good practice.

The provider had installed a visiting "pod" attached to a conservatory which allowed family visits to take place in a sheltered, enclosed environment. The conservatory doors made a floor to ceiling sealed screen with microphones and speakers to assist conversation. The visitor side had heating, refreshments and hand sanitiser, all of which could be cleaned or replaced between visits.

The provider had supported staff to maintain high standards in protecting people in their care against the spread of COVID-19. There were changing and showering facilities so that staff could wear scrubs while on duty. Their scrubs were laundered on site. This reduced the risk of the virus entering the home on people's clothes.

The provider helped staff who could not get home delivery of groceries by ordering food and cleaning products for collection at the home. The provider took steps to reduce the financial impact of government required measures such as furlough and self-isolation. This reduced the risk of staff contracting the virus outside of work. The provider took similar steps where part time staff could not work at Wenham Holt Nursing Home during the pandemic because they worked at another service and would risk transferring the virus.

### Rating at last inspection

The last rating for this service was good (published 11 October 2017).

### Why we inspected

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question where we needed to seek assurance. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

This targeted inspection was prompted by notification of an incident following which a person sustained a serious injury. A review of the incident concluded there were no grounds for CQC to take action in response to that incident, but we should seek assurances that the provider's risk processes were robust. A decision was made for us to inspect to examine those processes.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe section of this report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Wenham Holt Nursing Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

### Inspected but not rated

# Wenham Holt Nursing Home

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of specific concerns we had about managing risks to keep people safe and respect their freedoms. We will assess all key questions at the next comprehensive inspection of the service.

As part of this inspection we also looked at the infection prevention and control (IPC) measures in place. We did this so we could understand the readiness of the service in preventing or managing an infection outbreak, and to identify good practice we could share with other services.

#### Inspection team

One inspector carried out this inspection.

#### Service and service type

Wenham Holt Nursing Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and we looked at both during this inspection.

The service had a manager registered with CQC. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

We announced this inspection on the morning of our planned visit. This was to check the current COVID-19 status of the home and to confirm IPC measures the provider had in place for visiting key workers.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. This included records

of an investigation following an incident at the home in October 2020 and other incident notifications from the provider. We reviewed previous inspection reports where relevant.

#### During the inspection

We spoke with the registered manager, a director of the provider company, a deputy manager and a member of the care staff. We reviewed records sent to us by the provider, including photographs of parts of the home we could not see from designated visiting areas.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection we rated this key question good. We have not changed the rating of this key question, as we have only looked at parts of the key question.

The purpose of this inspection was to explore the areas where we needed to seek assurance about Wenham Holt Nursing Home. We will assess all the safe lines of enquiry at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- The provider had processes in place to make sure people were supported in a safe environment. Risks, including those associated with fire, legionella and COVID-19 were assessed, and processes were in place to check actions to reduce and manage the risks. Routine servicing and maintenance of equipment and appliances had continued during the COVID-19 pandemic. The provider had shared the summary of their latest fire risk assessment on their website. This showed no major concerns were identified and the fire risk was considered "trivial".
- The provider had processes in place to assess individual risks to people's safety and welfare. The provider used standard tools to identify and assess risks such as when people were at risk of pressure injuries. Risk records showed that risk assessments, for instance for slips, trips and falls, were audited monthly. These audits were holistic and considered the impact of risks on other areas of people's care, including their medicines and changes to behaviour and routines. The provider's risk processes were designed to keep people safe while respecting their freedoms.

### Preventing and controlling infection

- The provider had adapted their infection prevention and control processes in line with COVID-19 guidance and recommendations.
- 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 personal protective equipment (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.