

# GCH (Hertfordshire) Ltd

# Halcyon Days

## Inspection report

The Old Rectory  
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Hitchin  
Hertfordshire  
SG4 7LU

Tel: 01438362245

Date of inspection visit:  
11 February 2022

Date of publication:  
04 March 2022

## 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

Halcyon Days is a 'care home'. It provides care and support to up to 57 people some of who live with dementia. At the time of our inspection 38 people were living at the service.

We found the following examples of good practice.

Safe visiting procedures were in place. Visitors were required to provide a negative test before being allowed to enter the home. Alternative arrangements were in place for visits at the time of our inspection due to a COVID-19 outbreak.

Staff were trained in safe use of their personal protective equipment (PPE) which was readily available around the home. Staff wore their PPE correctly and washed their hands often. They were allocated to work as much as possible to the same areas in the home.

The management team carried out regular observations of staff practices as well as infection control audits. Any actions needed were completed promptly. People lived in a clean and well-ventilated environment.

There were enough staff on duty to meet people's needs safely and in a timely manner. When agency staff were used, they were tested prior of their shift. The management team aimed to book the same agency staff for the available shifts to lower the number of new staff working in the home.

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

We always ask the following five questions of services.

### **Is the service safe?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Halcyon Days

## **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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 11 February 2022 and was unannounced.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

### 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.
- The provider supported visiting and remained up to date with current government guidance. People were enabled to receive visitors and maintained contact with people important to them.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.