

Roche Healthcare Limited

Hartshead Manor

Inspection report

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Date of inspection visit:
28 January 2022

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25 February 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

Hartshead Manor is a care home providing personal and nursing care for up to 55 people. The home provides care and support to people aged 65 and over.

We found the following examples of good practice.

There were enhanced cleaning regimes and the home was clean throughout.

An indoor visiting area as well as an outdoor summer house were used for visitors to minimise the risks of COVID-19.

There was a dedicated infection prevention and control champion who ensured visitors and staff worked within current guidance to help prevent the spread of infection.

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

Hartshead Manor

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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. We received information of concern about staffing at this service. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 28 January 2022 and was announced. We gave the service four hours notice of the inspection.

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. Consistent members of agency staff had supported the service, as well as the management and staff team who worked additional shifts when necessary.

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.

Visiting in care homes.

Hartshead Manor used the designated areas to facilitate visits. The indoor visiting area was directly accessible to visitors from outside the premises. Video and phone calls were also used for people to remain in touch with their families and friends. The infection prevention and control champion facilitated the regular testing of staff, visitors and people who used the service, in line with current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.