

# Southampton City Council

# Holcroft House

## Inspection report

Holcroft Road  
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03 February 2021

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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

Holcroft House is a residential care home for up to 34 people who may be living with dementia. On the day of the inspection, 19 people were living there. The accommodation is on the ground level with several communal areas for different activities. There is also a garden, which is secure.

We found the following examples of good practice:

The provider had created a visitor's 'pod' using an existing doorway. This meant visitors could see and speak to people through the plastic wall whilst being protected from the weather.

The home is on the ground floor and had one main corridor which meant people were able to walk around the home. However, due to Covid-19, the corridor had been divided into three distinct areas so people could 'bubble' in one area. People tended to stay in these bubble areas and staff were allocated to each area. Staff changed their personal protective equipment as they left and entered a new bubble area.

The registered manager had strong links with local health and social care professionals which ensured they were always up to date with changes in guidance.

## 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**

# Holcroft House

## **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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 3 February 2021 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.