

Hollywood Rest Home

# Hollywood Rest Home

## Inspection report

34 Cresthill Avenue  
Grays  
Essex  
RM17 5UJ

Tel: 01375382200

Date of inspection visit:  
24 March 2021

Date of publication:  
16 April 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Hollywood Rest Home is a residential care home providing personal care and accommodation for up to 46 people aged 65 and over, including people living with dementia. At this inspection there were 43 people living at the service.

We found the following examples of good practice.

- The provider was following the government's guidance on whole home testing for people using the service and staff.
- Arrangements were in place to ensure people were tested for COVID-19 before being admitted to the service. People who were admitted to Hollywood Rest Home were isolated for 14 days to prevent the spread of infection.
- Visiting arrangements at the service were in line with government guidelines. A booking in system was in place to stagger visitors and visiting times.
- Staff employed at the service had received training on infection prevention and the correct use of Personal Protective Equipment [PPE]. There was clear guidance and signage located within the service to help promote staff to safely work whilst minimising the risk of spreading infection including effective hand washing practices.
- The environment was visibly clean. Cleaning schedules evidenced the frequency of cleaning undertaken throughout the service.
- People living in the service were encouraged and supported to maintain social distancing in communal areas, such as the lounge and dining room.

## 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**

# Hollywood Rest 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 24 March 2021 and was unannounced.

# Is the service safe?

## Our findings

S5 How well are people protected by the prevention and control of infection?

- 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 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.
- 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 somewhat assured that the provider was preventing visitors from catching and spreading infections. Staff were aware of government guidelines relating to professionals visiting Hollywood Rest Home. However, on the day of inspection, neither the inspector nor another healthcare professional was screened for symptoms of acute respiratory infection.
- We were somewhat assured that the provider was using PPE effectively and safely. Staff were observed during the inspection to wear appropriate PPE when supporting people with their personal care needs. However, on the day of inspection, staff did not routinely change their gloves between all interactions with people using the service. For safety and in line with Public Health England guidance, staff should adopt effective hand hygiene practices by washing and sanitising their hands at regular intervals.

We have also signposted the provider to resources to develop their approach.