

The Hermitage Whittlesey LLP

The Hermitage

Inspection report

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Tel: 01733204922

Date of inspection visit:
19 March 2021

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29 March 2021

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

Service type

The Hermitage is a two-storey residential care home and is able to provide accommodation and personal care for up to 24 older people in one adapted building. At the time of our inspection there were 20 people using the service.

We found the following examples of good practice.

Staff supported visits to people including for end of life care. Other means of staying in touch with relatives and friends included the use of letters, social media and newsletters. People or staff at increased risk such as a health condition had these risks managed well including additional measures to help keep them safer.

Staff supported people to be safer by wearing personal protective equipment (PPE) correctly and practising good hygiene standards. Staff had a separate space to put on and take off their PPE. Staff ensured they washed their hands frequently and after all aspects of personal care. Staff had enough PPE and they disposed of it safely.

The provider participated in regular COVID-19 testing programmes and ensured staff were kept up to date with guidance about any developments with the COVID-19 pandemic. There were plans in place to manage any potential future outbreak of this virus.

The registered manager adhered to infection prevention and control (IPC) guidance by ensuring people admitted to the service were isolated for 14 days. Items such as individual hoists, bedding and clothing was kept separate from other people and regularly disinfected.

All frequently touched areas such as door handles, light switches and furniture was sanitised and cleaned using appropriate materials. Other regular cleaning and disinfecting using appropriate products was in place including for deep cleans of people's and communal, rooms. Staff supported people in a way which avoided the risk of cross contamination.

The provider's policies and audits had embedded a safety culture where all staff and people using the service had been vaccinated. Learning from other services where infections had occurred had given staff confidence in being diligent in maintaining good IPC practice.

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

The Hermitage

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 19 March 2021 and was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks.

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 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.