

Achieve Together Limited

Hazelwood House

Inspection report

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22 February 2022

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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

Hazelwood house is a residential care home registered to provide accommodation and personal care for up to 11 people with a learning disability or autism. At the time of the inspection there were 11 people living at the service.

Hazelwood House provides all single bedrooms, a range of suitable communal rooms and access to a rear garden with summer house.

We found the following examples of good practice

There were procedures in place to support safe visiting by people's family members or professionals. Staff undertook screening of all visitors and rapid response lateral flow tests (LFT) were undertaken for visitors before they entered the home. Visitors were provided with Personal Protective Equipment (PPE) and guided to its safe use. However, we identified this procedure had not been fully followed during a family visit shortly before the inspection. The registered manager undertook to ensure the procedure was followed correctly on all occasions in the future.

The home was kept clean. Staff kept records of their cleaning schedules, which included additional cleaning high touch surfaces, such as light switches and door handles. The home had communal areas providing space for people to socially distance.

People were supported to safely access work placements and other activities they enjoyed.

People and staff were regularly tested for COVID-19. Staff completed an LFT test prior to each shift to ensure they were safe to support people. People were supported to have a test each month or undertake additional tests if required. Where necessary mental capacity legislation had been followed to ensure this was only done in people's best interests. The registered manager understood the actions they needed to take should any tests return a positive result.

The service had a good supply of PPE to meet current and future demand. Staff were using this correctly and in accordance with current guidance and disposal was safe at the time of this inspection.

The provider had systems in place to support staff mental wellbeing.

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

Hazelwood 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. 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 22 February 2022 and was announced. We gave the service one days' 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

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

- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. The home was kept clean. Staff kept records of their cleaning schedules, which included additional cleaning high touch surfaces, such as light switches and door handles.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider would admit people safely to the service. No one had been admitted to Hazelwood House or returned following a hospital stay since the start of the COVID – 19 pandemic. However, the registered manager knew where to find information to ensure this was managed safely should the need arise.
- We were assured that the provider was using PPE effectively and safely. Staff had received training to use PPE and we saw they were following this throughout the inspection.
- We were assured that the provider was accessing testing for people using the service and staff. Where necessary specific assessments under mental capacity legislation had been completed for people unable to provide informed consent for COVID – 19 testing. Where able people were supported to undertake their own tests.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The registered manager understood who to contact for advice.
- We were assured that the provider's infection prevention and control policy was up to date. The provider had a comprehensive range of up to date policies and procedures relevant to all aspects of the service relating to infection prevention and control and COVID – 19. The registered manager understood how to access relevant up to date government guidance.

Visiting in care homes

- There were procedures in place to support safe visiting by family members. Staff undertook screening of all visitors and rapid response lateral flow tests (LFT) were undertaken for visitors before they entered the home. Visitors were provided with Personal Protective Equipment (PPE) and guided to its safe use. However, we identified this procedure had not been fully followed during a family visit shortly before the inspection. The registered manager undertook to ensure the procedure was followed correctly on all occasions in the future.

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.