

H Plus Care Ltd

# Holiday Inn, Maidenhead

## Inspection report

Manor Lane  
Maidenhead  
SL6 2RA

Date of inspection visit:  
18 January 2021

Date of publication:  
10 February 2021

### Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

The Holiday Inn, Maidenhead was identified as a designated care setting for people discharged from hospital with a positive COVID-19 status. The location was registered to provide accommodation and nursing care in response to the pandemic. The service planned to support people required to complete an isolation period of 14 days, before returning to their own home or a care home. Care would be provided by H Plus Care Ltd and up to 80 rooms were available across three floors. This part of the hotel was not accessible to members of the general public. The site was being prepared for opening, initially with around 25 ground floor rooms for immediate use.

We found the following examples of good practice.

The service had identified suppliers for personal protective equipment (PPE), including gloves, masks, aprons and eye protection. Staff had been trained in infection prevention and control, including the donning and doffing of PPE. We observed areas within the scheme where PPE would be stored and disposed of after use. Areas had also been identified for the safe handling of waste and used bed linen.

The service planned to regularly test staff for COVID-19 infection. Staff would not work in any other locations whilst based at the designated setting. In most cases repeat testing of people using the service would not be required, as incoming residents had already received a positive diagnosis of COVID-19.

An admissions process was in place to help identify people's needs and ensure the designated setting was a suitable location for them. The service planned to hold daily meetings to ensure people's needs were known and proactively plan for their discharge. Some people would require ongoing care and support after leaving the designated setting.

The service was in a clean and hygienic condition throughout. Arrangements were in place to regularly clean the service and we observed cleaning schedules. The service had also considered how rooms would be sanitised and well ventilated between use. Changes had been made to the environment to promote good hygiene, such as removing excess items and replacing fabric chairs with wipeable seating.

The service had an infection prevention and control policy in place. The service planned to undertake regular audits to monitor quality, including weekly audits of staff PPE use and hand hygiene. A business continuity plan was in place and there was a named infection prevention and control lead.

Visitors were prevented from catching and transmitting infection. Routine family visits and group activities were not appropriate due to the presence of COVID-19 infection. The service had access to phones and tablets and planned to support residents to maintain contact with their loved ones. An activities coordinator would also consider how people would remain engaged and occupied during their stay.

We were assured that this service met good infection prevention and control guidelines as a designated care

setting.

## 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**

# Holiday Inn, Maidenhead

## **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.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This targeted inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 18 January 2021 and was announced.

## 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.