

Hickling House Limited

Hickling House

Inspection report

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Date of inspection visit:
03 March 2021

Date of publication:
19 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Hickling House is a care home which accommodates up to 29 people in one building. At the time of our inspection there were 28 people living in the home. Hickling House provided accommodation and care to older adults, some of whom were living with dementia.

We found the following examples of good practice:

Staff and visitors had separate entrances to the service to give them most direct access. For staff this was into the courtyard with the staff room being an independent room by this entrance, ensuring staff could change into their uniform and put PPE on prior to entering the premises.

The service had a purpose built wooden lodge specifically for relatives to visit people who lived in the service. This had two separate areas with a dividing wall with a perspex screen which could be removed.

In the summer visiting of relatives to people who lived in the service had taken place in a marquee in the garden. Visits through a window had taken place with a small marquee outside to provide shelter for the visitor.

At the beginning of the pandemic daily meetings had been held at the start of every shift to ensure staff were kept up to date with changing procedures and guidance.

People living in the service who tested positive were given an information booklet which staff discussed with them on what would happen and what to expect to keep them informed and lower anxieties.

The service had developed comprehensive risk assessments to identify and cover areas relating to management of COVID-19 and ensure staff and people who lived in the service were kept safe.

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

Hickling 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 March 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 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 somewhat assured that the maintenance of the premises effectively prevented infection control as there was flooring that needed replacing and repair work needed in a couple of the communal bathroom/shower rooms and in the laundry room. An action plan was drawn up following the inspection to ensure the identified areas were addressed.

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