

Interhaze Limited

Holyhead Care Centre

Inspection report

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Date of inspection visit:
27 January 2022

Date of publication:
07 February 2022

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Holyhead Care centre is a care home providing personal care and accommodation for up to 30 people with mental health support needs. At the time of our inspection 20 people lived at the home.

We found examples of good practice.

Detailed and up to date policies and risk assessments were in place to reduce the risk of infection to people living at the home.

Comprehensive checks were in place for visitors on their arrival. This included vaccination status, temperature checks and wearing personal protective equipment (PPE).

COVID-19 tests were carried out three times a week as a minimum for staff and every 28 days for people living at the home.

The home appeared clean and well maintained.

Staff were observed wearing PPE in line with Government guidance.

The manager monitored staff compliance by observing practice, to ensure that it was in line with their training.

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

Holyhead Care Centre

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

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 Thursday 27 January 2022 and was announced. We gave the service one day 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 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.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.
- The home operated a booking system for visitors to manage the risk and safety of people. A designated room was available, for visits.