

# Transparent Care Limited

# Hawthorns

## Inspection report

2 Bushey Ground  
Minster Lovell  
Witney  
Oxfordshire  
OX29 0SW

Tel: 01993776336

Date of inspection visit:  
19 January 2022

Date of publication:  
14 February 2022

## 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 Hawthorns is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement.

We found the following examples of good practice.

Robust entrance procedures were in place to ensure those entering the home were symptom free and in good health.

The home was clean and a rigorous cleaning schedule was in place and followed by staff and people living at the home.

Staff had been well trained and followed robust PPE [personal protective equipment] protocols.

The management were aware of zoning guidelines but did not need to implement it as no people were COVID-19 confirmed or suspected in this location.

The provider ensured there was a sufficient stock of personal protective equipment (PPE) and the vetted supplier ensured it complied with the quality standards. Staff had infection control training and understood the correct donning and doffing procedure.

People were supported by a stable and committed team of staff whom they knew well. Staff were well supported and praised the management team, comments included; "The [registered] manager and the team have been fantastic and supportive. Our service users have responded well and followed the guidance as things changed during the pandemic."

The provider considered risks and impact of the inspection on the individual staff members, this included around their health conditions as well as their caring responsibilities. Staff and people using the service all had individual COVID-19 related risk assessments in place which were reviewed regularly by the registered manager during monthly audit checks.

Additional cleaning schedules had been introduced to reflect additional tasks such as cleaning of frequently touched surfaces. Regular audits took place which led to improvements and safety.

Regular testing for COVID-19 was conducted for both people living at the service and the staff.

The provider ensured people's relatives were able to stay in touch with people. For example, by using technology and through safe, face to face visits in well ventilated spaces and outdoors, then as restrictions were lifted, through visits in line with government guidance.

There was a comprehensive contingency plan of what to do in case of a COVID-19 outbreak.

## 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**

# Hawthorns

## **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 19/01/2022 and was announced. We gave the service two 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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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.