

Hollywell Care Limited

Hollywell Court Residential Home

Inspection report

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Leicester
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23 November 2020

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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

Hollywell Court is a residential care home, providing personal care for up to 12 people aged 65 and over. At the time of the inspection 8 people were using the service. Accommodation is provided over the ground and first floors with some rooms having access to en-suite facilities.

We found the following examples of good practice.

- The service was small, but setup and prepared to manage any COVID 19 outbreak should it occur, although nobody using the service had been diagnosed with COVID 19 throughout the pandemic. Systems were in place to ensure people could be isolated if required, with staffing arrangements ensuring the potential of any infection spreading would be low. Regular cleaning took place from dedicated staff.
- Arrangements were in place to isolate any new people moving in to the service. There was a person new to the service, and staff found isolation arrangements were difficult to manage due to the person's understanding and potential behaviours which may challenge. The registered manager was seeking further support from the local authority, and this was being dealt with in as safe a way as possible.
- Staff had access to sufficient supplies of personal protective equipment (PPE) including masks, gloves, aprons and hand sanitiser. The registered manager had been pro active in ensuring stock levels remained good for the staff.
- Staff followed guidelines with the donning and doffing of PPE, and had an area within the service where this could be done safely.
- Processes in place for any visitors were clear, and included questions around COVID 19, a temperature check, and appropriate PPE. Family members were able to visit using a side entrance, directly in to a dedicated room for visiting. Time slots were booked by visitors, and protective screens were in place during the visit, followed by thorough cleaning.
- Staff followed clear procedures to ensure good practice with infection prevention and control. They received additional training and support. This reduced the risk of cross contamination.
- People and staff received regular COVID19 tests, to ensure action could be taken promptly if required.
- Regular checks and audits around infection control were completed to ensure the registered manager had oversight on the service, and could address any issues promptly if found.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

No ratings were awarded following this inspection. This was a thematic review seeking to identify examples of good practice in infection prevention and control.

Inspected but not rated

Hollywell Court Residential Home

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 conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 23 November 2020 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.