

Eastern Healthcare Ltd

The Hollies and Hollies Lodge

Inspection report

Brick Kiln Lane
Morningthorpe
Norwich
Norfolk
NR15 2LH

Tel: 01508530540

Date of inspection visit:
18 January 2022

Date of publication:
11 February 2022

Ratings

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

Overall summary

About the service

The Hollies and Hollies Lodge provides accommodation for persons who require nursing or personal care and is registered for 24 people. People have mental health needs and are accommodated in two separate parts of the building. There were 24 people using the service at the time of our inspection. Each person has their own room, and some are en suite.

We found the following examples of good practice.

The provider took timely actions to keep people safe and follow the government guidance. The management team have taken a proactive approach to help ensure people understand the risks and personal responsibility. People have complex mental health needs which has meant at times there have been significant challenges in implementing the guidance and expecting people to follow it.

Staff have provided consistent support and guidance to people. In house activities have been developed to give people an alternative to community based activities.

Regular testing, cleaning and other precautions such as monitoring temperatures has meant the impact of COVID-19 has been minimal and has been contained.

Vaccination records were monitored and stored by the management team for people, staff and regular visitors. Where visiting professionals attended the service appropriate checks were in place including checking their vaccination status.

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

The Hollies and Hollies Lodge

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 18 January 2022 and was unannounced.

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 as far as reasonably possible.
 - We were assured that the provider was admitting people safely to the service and asking people to observe a period of isolation.
 - 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 and were going above and beyond the current government guidelines.
 - We were assured that the provider was promoting safety through the layout and hygiene practices of the communal premises. People's individual rooms were cleaned as appropriate but this was dependent on the person's support and cooperation.
 - 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 updated regularly.
 - 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.

