

Evergreen Healthcare 2004 LTD

The Hollies Residential Home

Inspection report

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26 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

About the service

The Hollies Residential Home is a care home that accommodates up to 40 older people in one adapted building. The Hollies Residential Home is a large detached house situated in a residential area in Gravesend. At the time of the inspection 32 older people and people living with dementia were living at the service, two further people were in hospital.

People's experience of using this service and what we found

The provider and management team were not following advice and guidance from other agencies about infection control and prevention.

Staff were not using personal protective equipment (PPE) appropriately which could increase the risk of infection. Staff had access to specific PPE. There were PPE 'stations' around the service to ensure PPE was readily at hand.

People were encouraged and supported to stay in their bedrooms to isolate when returning from hospital and when moving into the service. This enabled people to keep safe from the risks of contracting COVID-19. People were offered reassurance and reminders of how to keep themselves and others safe.

People were supported to maintain contact with their relatives through video calling, phone calls and through the use of social media.

Why we inspected

The inspection was prompted in part due to concerns received about infection control. A decision was made for us to inspect and examine those risks.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively. We have found evidence that the provider needs to make improvement. Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were not assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

The Hollies 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 the Care Quality Commission's (CQC) response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 26 November 2020 and was unannounced.

Inspection team

The inspection was completed by one inspector.

Service and service type

The Hollies Residential Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with CQC. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service

and made the judgements in this report.

During the inspection

We spoke with one of the directors who acted on behalf of the provider and the accounts and office manager and we observed staff practice in relation to IPC and accessibility and storage of personal protective equipment.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and IPC audit records.

Is the service safe?

Our findings

The purpose of this inspection was to check infection control measures and practices. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling 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 not assured that the provider was using personal protective equipment (PPE) effectively and safely. Staff were not wearing appropriate PPE to keep people and themselves safe. We reported this to one of the directors of the company who took immediate action.
- We were somewhat assured that the provider was accessing testing for people using the service and staff. Monthly testing for people living at the service had started the previous week.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were not assured that the provider's infection prevention and control policy was up to date.

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