

Healthcare Homes Group Limited

Overbury House Nursing and Residential Home

Inspection report

Overbury House
9 Staitheway Road, Wroxham
Norwich
Norfolk
NR12 8TH

Tel: 01603782985
Website: www.healthcarehomes.co.uk

Date of inspection visit:
10 January 2022

Date of publication:
10 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

Overbury House Nursing and Residential Home is a care home providing personal and nursing care for up to 61 people, aged 65 and over some of who were living with dementia. There were 35 people living at the service at the time of the inspection.

We found the following examples of good practice.

- The home had a purpose-built visiting pod in the garden which had a substantial screen, intercom and heating. This enabled it to be used all year round and where visiting could take place in the event of an outbreak.
- The layout of the building was used to the best advantage with rooms having their use changed. For example changing a lounge to a dining room, to help with COVID-19 guidelines. Areas were able to be split up and people who used the service segregated when there was an outbreak, with staff working within the specific areas and not mixing.
- Relatives said the management and staff have been very good at keeping them informed of changes to guidance in a timely manner. This included holding relative's meetings over video calling and setting up a private social media page so pictures could be shared.
- A member of staff was employed to manage visiting procedures for relatives including, meeting them when they arrived to ensure processes were followed and supporting the visits to take place.
- A person who used the service had hearing difficulties, which was exacerbated by staff wearing masks, so to aid communication a white board was used by staff to write questions and messages for them to respond to.
- Themed days were organised, including fancy dress, judged by the people who lived in the service. These were to improve people's wellbeing and help lift people's spirits.

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

Overbury House Nursing and 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.

We received information of concern about infection prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 10 January 2022 and was announced. We gave the service one hour's 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 accessing testing for people using the service and staff.
- 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.
- The room for staff to prepare for work and take breaks in, including donning and doffing personal protective equipment (PPE), were not kept to a clean standard or fully stocked which could impact on their ability to stop the spread of infection.
- The environment and practice in certain areas needed to be improved as risks were posed to infection control and prevention. This included management of resident's personal toiletries and damaged flooring, baths, sinks and limescale.
- The policies and procedures in place were not all up to date with Government guidance, or reflected the existence of the provider's other policies, or covered what the home was actually doing. This could lead to contradiction and confusion to staff.
- The provider responded immediately to the concerns raised and put measures in place to address these issues.

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