

Harwood House Limited

Harwood House

Inspection report

Spring Lane
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Maidenhead
Berkshire
SL6 6PW

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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

Harwood House is a care home with nursing which is registered to provide care for up to 35 people. Twenty one people were using the service at the time of this visit. All bedrooms were single occupancy and had en-suite facilities.

We found the following examples of good practice.

Robust infection prevention and control measures were in place. Visitors to the home were restricted. People's families and friends could visit by arranging an appointment for a garden visit. There was plenty of outdoor space for this to take place in. People receiving end of life care were moved to vacant rooms on the ground floor. These had doors leading to the garden and enabled relatives to come into the building safely, to spend time with their family members. Any healthcare professionals who came to the home wore full personal protective equipment (PPE) to treat people, and changed it for each person they saw. There were supplies of PPE by the front door and plenty of posters and signage to alert people to the restrictions and measures in place.

The premises were kept in a clean and hygienic condition throughout. Areas of potential high risk of cross-infection, such as handrails and light switches, were regularly disinfected. The service had a disinfection fogging machine to enable deep cleaning to take place. Supplies of PPE were available to staff throughout the premises. There were 22 automatic hand sanitiser dispensers for staff and other people to use around the building and a foot-operated pump dispenser by the front door. Staff wore PPE and had been supplied with surgical scrub uniforms which they changed in and out of on the premises. These were laundered on site. There were showering facilities for staff to use.

Staff had received training on infection prevention and control. This included use of PPE and how to put it on and take it off. The risks of potential exposure to the virus had been assessed for all staff, taking into account health conditions and high risks associated with people from black, Asian and other ethnic minority backgrounds.

Staff and people who used the service were tested for Covid-19. The service had a good supply of testing kits and most recent swabs showed everyone tested negative. People were tested prior to admission to the home.

The home effectively managed an outbreak of Covid-19 and prevented further spread; everyone affected recovered without the need for hospital care. A root cause analysis was carried out following this, to help prevent further occurrence.

The collective knowledge and forward planning by managers was impressive. For example, disposable crockery and cutlery was used for anyone who tested positive for the virus. Managers told us there were plans to build a two-bedded isolation 'pod' on site. This would house anyone who required isolation and

could include staff, if they needed to stay on site.

The home had liaised with appropriate external bodies for advice and guidance, such as Public Health England and the local authority's infection prevention trainer. A business contingency plan was in place, to reduce the effects of potential disruption to people's care. This included supplies of people's medicines, food and oxygen, as examples, and assessment of which tasks were critical in the event of a reduced workforce. Assessment had been carried out to ascertain the home's level of preparedness for disruption. There were policies and procedures to provide guidance for staff on safe working practices during the pandemic. Auditing and observation of care practice took place to ensure these were adhered to.

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 assured the service was following safe infection prevention and control procedures, to keep people safe.

Inspected but not rated

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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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 27 August 2020 and was announced. 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.

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.