

Minchinhampton Centre For The Elderly Limited  
Minchinhampton Centre for  
the Elderly - Horsfall House

**Inspection report**

Windmill Road  
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Stroud  
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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

Horsfall House provides nursing care for up to 44 older people, some of whom live with dementia. The service has two 22 bedded units, one for people with dementia, known as the Cotswold unit and a general nursing unit. At the time of this infection prevention and control review, the service was providing care and support to 32 people.

We found the following examples of good practice.

- The registered manager and provider were proactive in updating policies and processes in line with national and local authority guidance. This included policies relating to infection control and prevention, visiting and staffing. Staff had been trained to cover other staff jobs roles to provide greater flexibility and staffing capacity in response to an outbreak.
- Admissions to the service were completed in line with COVID-19 guidance. People were only admitted following a negative COVID-19 test result and supported to self-isolate for up to 14 days following admission, to reduce the risk of introducing infection.
- Staff followed the risk assessments in place to reduce risk of transmission of infection throughout the service. This covered use of appropriate PPE, barrier nursing and effective cleaning products, enhanced cleaning schedules, and separating the two nursing units through cohorting of people and staff groups, zoning and revised kitchen and laundry processes.
- COVID-19 related risks to people and staff had been assessed and measures were in place to reduce these risks. People's health and wellbeing was monitored. People were observed for symptoms of coronavirus and other potential infections. Nurses referred people to the GP to provide additional clinical care when this was required.
- People and staff were tested in line with national guidance for care homes. Testing had helped managers identify when additional infection control measures needed to be implemented and when staff needed to self-isolate. The registered manager and staff had taken immediate action to manage an outbreak. This included working with Public Health England (PHE) and the Local Authority to ensure risks to people and staff were minimised.
- People had been supported to self-isolate and socially distance. Creative approaches had been used to assist people who lived with dementia to do this. These included use of 'Do Not Enter' signs, which had been effective when people could not recall instructions but could read and follow the familiar red sign.
- Visits to the service were suspended in line with national and local guidance and specialist advice. Special arrangements were made for visiting people at the end of their life. When visiting was not possible, people were supported to remain in contact with their family members and friends through calls and virtual means.
- People were supported to stay socially engaged and not to become lonely. Staff helped people join in socially distanced group activities, or one to one activities, with a staff member. □
- An open and transparent approach was maintained throughout the outbreak to keep families, the public and appropriate agencies informed. This included a press release, an information banner on the provider's website, completion and appropriate sharing of PHE log sheets, tracking and reference materials.
- Staff had received training and support on how to implement the provider's outbreak management plan.

They were highly complementary of the support they received from the registered manager and their colleagues.

- The provider's executive team provided support and guidance to the home's management throughout the pandemic. Reflection and lessons learned will be used to support further learning around the management of COVID-19.

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?**

We were assured the service was following safe and correct infection prevention and control procedures.

**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.

As part of CQC's 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 announced.

## Is the service safe?

### Our findings

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.