

Heswall Care Limited

The Hazelwell

Inspection report

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03 February 2022

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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

The Hazelwell is a care home providing personal and nursing care to 30 people aged 65 and over at the time of the inspection. The service can support up to 55 people across three separate floors.

We found the following examples of good practice.

- People were supported by staff who had received infection, prevention and control (IPC) training, had their competencies assessed and reviewed regarding donning and doffing of PPE. All staff wore appropriate personal protective equipment (PPE).
- The service was cleaned to a high standard, cleaning of all areas had been completed regularly. The home appeared clean with no odours.
- The provider's infection control policy was up to date and the registered manager completed regular IPC audits to maintain oversight and ensure correct procedures were in place and being completed.
- The service completed a programme of regular testing for people, staff and visitors according to Government guidance. The registered manager had implemented an auditing system to ensure guidelines were adhered to.
- The provider had an admissions policy in place, and we found evidence this was being followed. People were supported to self-isolate as required.
- People were supported to stay in contact with friends and family. The service had multiple rooms for visiting and external areas to meet outside.
- Temperature, vaccine status and testing checks were completed on all visitors.

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

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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.

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 03 February 2022 and was announced. We gave the service two hours' 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 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.
- The service facilitated visiting in accordance with the current government 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.