

Hellendoorn Healthcare Limited

North Bay House

Inspection report

Borrow Road
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02 February 2021

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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

North Bay house is registered to provide care and support to a maximum of 29 people, some of who may be living with dementia.

We found the following examples of good practice.

The service was only receiving essential visitors at the time of our inspection. Any person entering the building had their temperature taken, completed a health questionnaire and wore full personal protective equipment (PPE) including a face visor. Where visitors were unable to visit in person, staff had set up different ways in which people could stay in touch with those who are important to them. This included by phone and tablet. People experiencing dementia were supported by staff to engage with these virtual opportunities. Staff recognised that people missed contact with their friends and relatives and had continued to deliver a full programme of activities to cheer people's mood.

The building was clean and free from clutter. The housekeeper told us that the cleaning schedule was updated at the beginning of the COVID-19 pandemic. This now included regular touch point cleaning, where all regularly touched areas, such as light switches and door handles, were disinfected. Oversight of laundry was comprehensive and housekeeping staff demonstrated a good knowledge of the guidelines in place for washing people's clothing should someone test positive for COVID-19.

A room had been designated to store all items coming into the service for 72 hours to prevent the spread of any infection entering the service. This included post and gifts delivered from relatives. All items were clearly marked with the date and time that they entered the room.

All staff undertook regular COVID-19 testing in order to protect the people they care for. Where staff test positive, they are supported to isolate at home and the appropriate authorities informed. Staff we spoke with were clear that the management team were supportive of their needs. Risk assessments for all staff had been undertaken and staff who needed to shield were supported to do so in an appropriate way. Handovers and staff breaks had been modified to ensure that only small groups gathered at any one time. If staff did meet in one room, they remained socially distant and wore PPE.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Please see the findings below:

Inspected but not rated

North Bay House

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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 2 February and was announced.

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.