

Sheridan Care Limited

Honeysuckle House

Inspection report

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Date of inspection visit:
15 December 2022

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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

Honeysuckle House is a care home providing accommodation for up to 25 older people, including people living with dementia. At the time of inspection 23 people lived at the home.

We found the following examples of good practice.

- The provider had comprehensive processes to minimise the risk to people, staff and visitors from catching and spreading infection.
- Staff followed a robust process in place to handle potentially contaminated items such as laundry or waste.
- The provider ensured there was good signage throughout the home to prompt people, staff and visitors about infection prevention and control measures.
- Staff opened windows to allow good ventilation of the property and social distancing was encouraged where appropriate.
- People and staff were participating in COVID-19 testing as per best practice guidance.
- Visitors and staff had access to a mobile, foot operated handwash station and PPE upon entry to the home.

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?

Further information is in the detailed findings below.

Inspected but not rated

Honeysuckle 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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 21 December 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to lessen 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 supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was admitting people safely to the service.
- We were somewhat assured that the provider was using PPE effectively and safely. Inspectors witnessed all staff wore PPE but not all staff followed best practice. There was a good stock of handwash and paper towels on site. However, during our visit, some bathrooms had not been replenished so items were not available for use. This could impact good hand hygiene for people and staff. The provider was advised of this during feedback and has scheduled additional training.

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

- We were assured that the provider was responding effectively to risks and signs of infection.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. One bathroom had not been cleaned as per schedules in place and a few areas of the home had been overlooked. Following feedback, an action plan was created to immediately address issues. Better oversight was agreed, and a more robust audit planned.

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

- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. When observing the training matrix, it was identified a small number of staff were still to undertake Infection Control and Food Hygiene training.

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

- We were assured that the provider's infection prevention and control policy was up to date.

Visiting in care homes

- During the inspection we found visits for people living in the home were carried out in accordance with

outdated guidance. Visitors had to pre-arrange time with loved ones and testing was mandatory. This may have negatively impacted how often friends and relatives could visit loved ones. However, we signposted the provider to appropriate resources and communication has now been made with families around updated visiting and testing measures.