

Norse Care (Services) Limited

Harker House

Inspection report

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Norfolk
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25 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

Harker House is a residential care home providing accommodation and personal care for up to 38 people aged 65 and over.

We found the following examples of good practice.

- The provider was following best practice guidance in terms of ensuring visitors to the home did not introduce and spread COVID-19. All staff and visitors had their temperature measured, reviewed and recorded on entry. Where any concerns were raised, visitors were provided with advice and guidance by the home management team. Staff, visitors and people living in the home were tested regularly for COVID-19 infection.
- Staff were adhering to personal protective equipment (PPE) and social distancing guidance.
- The provider had purchased anti-microbial air purifiers for use in higher occupancy areas. The provider also arranged antibacterial 'fogging' as part of the services regular and deep cleaning processes.
- People were supported to speak to their families on the phone or via video call. Inside and outside visits had been risk assessed and risk reduction measures were in place for when these could recommence. The service had strict arrangements to facilitate visits for people at the end of their life.
- The provider had robust isolation arrangements in place for people who were infected with COVID-19, or for people who had been admitted to the home from hospital or the community. There was clear information and procedures for staff to care for people who were isolating. This effectively reduced the risks of transmission of COVID-19 within the home.
- The service used a series of action cards which were centrally reviewed and updated. The action cards were used to ensure staff were up to date with the latest guidelines and procedures. The service also had an 'outbreak box' with action cards, signs and other resources to effectively manage a COVID-19 outbreak and protect staff and people.
- To ensure reduced risk of transmission of COVID-19, staff had breaks scheduled so that they were on their own and not mixing with others. To increase capacity for staff to take breaks safely, the service had repurposed an area of the home into an additional break room.
- The provider had ensured risk assessments had been carried out for any staff at higher risk of vulnerability to COVID-19 and made appropriate arrangements to protect staff and people.

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

Harker 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 the CQC response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This inspection took place on 25 February 2021. This was an announced, targeted inspection looking at the infection prevention and control measures the provider has in place and seeking to identify examples of good practice.

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.