

Hartley House Limited

Hartley House Care Home

Inspection report

Hartley House
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Cranbrook
Kent
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22 December 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

Hartley House is a residential care home without nursing, providing accommodation for 57 older people and people living with dementia. The accommodation is divided into four adjoining units on one floor. At the time of the inspection there were 40 people living in the service.

We found the following examples of good practice.

- The registered manager had implemented procedures to minimise the risk of infection from visitors. Visiting was by appointment only and visitors did not come into the building. They reported to the front door for sign in and temperature checks then went around the outside of the building and straight to the person's room. There was also a visitor pod with a floor to ceiling screen to support safe visiting. Gifts bought to the service from outside were kept in storage for screening for 72 hours before being given to people.
- The service had enough personal protective equipment (PPE) to meet current and future demand. Staff were using PPE correctly and disposal was safe. The manager had introduced a new uniform policy at the start of the COVID-19 pandemic. Staff wore clean uniforms each day which were laundered on site to minimise the risk of cross contamination.
- There were up to date infection prevention and control (IPC) policies and procedures, backed up by regular newsletters and there were posters around the home. There was a COVID-19 folder accessible to all staff. Staff had received training and COVID-19 testing was taking place in accordance with current guidance. Agency staff were block booked to minimise the risk of them working in other care settings.

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 that the service was following appropriate infection prevention and control procedures to keep people safe.

Inspected but not rated

Hartley House Care Home

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's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC measures the provider had in place.

The inspection took place on 22 December 2020 and was unannounced.

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