

Hatchmoor Nursing Home Limited

Hatchmoor Nursing Home

Inspection report

Hatchmoor Common Lane
Great Torrington
Torrington
EX38 7AT

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Website: www.hatchmoor.co.uk

Date of inspection visit:
27 August 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

Hatchmoor Nursing Home is registered to provide accommodation for 64 people who require nursing and personal care. People reside over two floors, and the accommodation is divided into eight named units. The ground floor units are specifically for people living with dementia. People with nursing care needs were accommodated on the first floor.

We found the following examples of good practice.

- All visitors to the service were only allowed to enter if they had pre-arranged their visit and followed the services guidelines and protocols. This included signing a health declaration, providing their contact details and having their temperature checked. Anyone entering the building was reminded to first wash their hands and then put on appropriate PPE.
- There was clear signage all around the building to remind staff and people living there to wash their hands and to keep to social distancing.
- There was a strict protocol for new admissions which included ensuring the person had been tested for COVID and an agreement they would need to isolate in their bedroom for 14 days.
- People were enabled to stay in touch with family and friends via face time video calls, phone calls and planned visits which were organised twice a week.
- People were given an entertainment pack for their room which included puzzles, crafts word searches and other individualised items to keep them occupied if they were isolating or choosing to remain in their room.
- The cleaning regime was robust and included deep cleaning of rooms on a rotational basis.

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 the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Hatchmoor Nursing 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 27 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.

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