

Hollycoombe Healthcare Ltd

Kevlin House

Inspection report

66-68 Norwich Road
North Walsham
Norfolk
NR28 0DX

Tel: 01692402355

Date of inspection visit:
28 January 2021

Date of publication:
17 February 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Kevlin House is a care home that provides care for up to 15 older people, some of whom may be living with dementia. At the time of our inspection 14 people were receiving care. The service is in one adapted building.

We found the following examples of good practice.

- There was regular communication with relatives. This included weekly telephone calls to relatives as well as virtual care plan reviews with people and their relatives.
- Staff understand how to use personal protective equipment safely to help prevent the spread of infection.
- The environment was clean. Cleaning schedules had been reviewed to take in to account the impact of COVID-19.
- Designated staff had attended external training arranged by the clinical commissioning group on infection control and COVID-19. Regular competency checks of staff were carried out on handwashing and the use of PPE.
- Visiting arrangements had been clearly communicated to visitors. There were measures in place to help prevent visitors from catching or spreading infections. This included designated entry points, along with screening and testing of visitors to the service.

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

Kevlin 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 28 January 2021 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.
- Risks regarding infection control had been responded to. The registered manager was able to give clear knowledgeable explanations of how the service had identified and responded to risks. However, this was not always formally recorded. For example, there were no individual COVID-19 risk assessments for staff or people using the service. The registered manager confirmed they would review this and put these in place.
- We have also signposted the provider to resources to develop their approach.