

Willow Homes-Lincs Limited

The Old Hall

Inspection report

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Date of inspection visit:
19 August 2020

Date of publication:
08 September 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Old Hall is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection. The home is registered to provide accommodation for up to 20 older people and people living with dementia. There were 20 people living in the home at the time of our inspection.

We found the following examples of good practice.

- Handwashing signs and facilities were located at main entrance and signing in book.
- Visitors were provided with a mask if they have forgotten to bring one.
- The provider had introduced 'remote' visiting and some relatives continued to face time and make telephone calls.
- Any people returning from hospital or newly admitted people were 'barrier nursed' for 14 days.
- The provider had rostered additional staff on shift as more input had been required providing meals in bedrooms and lounges. The home was well staffed.
- There was a set pre-admission form and the process was completed over the phone.
- All new admissions were subject to a 14 day isolation period.
- All people had their temperatures monitored twice daily and staff observed for any signs and or symptoms of infection.
- There was monthly swab testing for people living in the home and staff were tested weekly.
- Staff had a 'sepsis box' in place with oximeter, thermometer and other health monitoring equipment.
- There were signs throughout the home to prompt staff with good practice around personal protective equipment and hand washing.
- The registered manager and deputy received additional IPC training from Lincolnshire County Council and that was then demonstrated to staff.
- A regular cleaning and disinfection programme was conducted by housekeeping staff.

- There was a clinical lead who coordinated all the IPC information.
- Staff adhered to the current IPC policy and none were observed to have false or painted nails in place.

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?

The service was reviewed in relation to IPC being safe.

Details are in our Safe findings below.

Inspected but not rated

The Old Hall

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 20 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

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.