

DEMA Residential Homes Limited

The Olde Coach House

Inspection report

2 Eastgate
Hessle
Humberside
HU13 9LW

Tel: 01482645094

Date of inspection visit:
25 February 2021

Date of publication:
15 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Olde Coach House is a residential care home that provides support and accommodation for up to 33 people, some of whom may be living with dementia. At the time of the inspection, 23 people were using the service. There are several lounge and dining areas where people can spend their time. Bedrooms are located on both the ground and first floors, with some having en-suite facilities.

We found the following examples of good practice.

The provider had invested in staff and technology, to ensure safe visiting processes which followed government guidance were in place. Visitor protocols were in place to ensure anyone entering the service received a lateral flow coronavirus test prior to entry, was temperature tested and provided with personal protective equipment (PPE) to remain safe during their visit.

People were supported to maintain important relationships with their families and friends. This included phone and video calls and window visits. The provider had discussed visits with people and their families to ensure appropriate contact was maintained.

Social distancing was maintained, and people were admitted to the service safely. Isolation processes were implemented for people new to the service and if people displayed symptoms of COVID-19 or received a positive test result. Staff and people using the service were regularly tested for COVID-19.

Staff were trained in the use of personal protective equipment (PPE) and used PPE appropriately. The provider regularly completed 'spot checks' to ensure staff had the relevant skills and knowledge for hand washing and PPE use.

The service was clean and tidy. Extra cleaning was regularly completed and focused on frequently touched areas to help reduce the risk of infection.

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

The Olde Coach 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 Care Quality Commission'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 25 February 2021 and was announced.

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 around waste disposal.