

Homestead House Limited

# Homestead House

## Inspection report

281 St Faiths Road  
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Norwich  
Norfolk  
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Tel: 01603486098

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07 January 2022

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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

Homestead House is a care home that provides residential care to up to 21 older people living with dementia. At the time of this inspection there were 19 people living in the home. The home is a converted period building over two floors accessed by a lift with gardens attached.

At our last inspection we found the provider was in breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because we found concerns relating to infection prevention and control. At this inspection, we found improvements had been made and the provider was no longer in breach of this regulation.

We found the following examples of good practice.

- The home and equipment were visibly clean and well-maintained. Cleaning schedules were in place that considered and actioned high traffic areas and touch points such as switches, handles and handrails which reduced the risks associated with infectious diseases.
- The risks associated with COVID-19 had been identified, assessed, managed and regularly reviewed. Staff and the people who used the service had individual risk assessments in place and other records, such as a business contingency plan and COVID-19 policy, were in place to help further manage the risks.
- Relatives told us the service had communicated well with them throughout the pandemic and supported them to maintain relationships with their family members. One relative described the service's management of COVID-19 as, "Excellent."
- The management team demonstrated a robust understanding of current government guidance and policies and procedures and adhered to this.
- Staff told us the provider had supported them throughout the pandemic and that they felt valued through particularly difficult times. They received regular training, supervisions and staff meetings as well as access to emotional support. Through discussion, they demonstrated good knowledge of infection prevention and control policy and procedures.
- The service had never had a COVID-19 outbreak and the robust procedures in place, and the staff's commitment and diligence, had contributed to this.

## 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**

# Homestead 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 07 January 2022 and was announced. We gave the service three day's notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

How well are people protected by the prevention and control of infection?

At our last inspection the provider had failed to properly protect people from the risks associated with infection prevention and control. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

- 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 were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.