

Norse Care (Services) Limited

All Hallows Nursing Home

Inspection report

26 St Johns Road
Bungay
Suffolk
NR35 1DL

Tel: 01986892643

Date of inspection visit:
19 November 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

All Hallows care home is a care home with nursing, situated in Bungay on the Norfolk and Suffolk border. The home provides short-term and full-time care and support, including nursing care for up to 50 people.

We found the following examples of good practice.

The service was clean, hygienic and free of unpleasant odours.

All staff had received recent training in infection control and prevention.

Personal protective equipment (PPE) stations had been created throughout the service. There were plentiful supplies of PPE and staff were observed wearing this appropriately.

There was effective zoning and cohorting of staff in response to a COVID-19 outbreak. The environment had been adapted to support social distancing. Extra staff rooms had been created to support distancing between staff.

Regular checks were in place to ensure effective infection prevention and control practices were followed.

Individual risk assessments had been conducted in consultation with people who used the service.

Risks to staff were identified. Any vulnerabilities in relation to COVID-19 were identified with actions implemented. This included risks of acquiring COVID-19 infection for staff from Black, Asian and Minority Ethnic backgrounds (BAME).

The service had appropriate infection control policies and procedures in place. These were developed in line with current government guidance.

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

All Hallows 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.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 19 November 2020 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.

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