

# Barchester Healthcare Homes Limited

# Thistle Hill Care Centre

## Inspection report

Thistle Hill  
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Date of inspection visit:  
27 January 2022

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18 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Thistle Hill care centre is a nursing home providing personal and nursing care to 79 people at the time of the inspection. The service can support up to 85 people. The home is split in to three units each have their own separate communal areas and adapted facilities. The Farnham unit supports younger adults with physical and nursing needs, the Ripley unit supports people with physical nursing needs. Both of these units are on the ground floor. The Deighton unit supports people living with dementia and is on the top floor. All floors are accessible via a lift.

We found the following examples of good practice.

The service offered a variety of virtual events and activities for people when they were unable to leave the home.

The home had two purpose built, accessible, visiting pods outside for people to use when it was not possible to come into the home.

Where visits inside the home were not possible, a variety of alternatives were offered.

## 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**

# Thistle Hill Care Centre

## **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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 27 January 2022 and was announced. We gave the service 24 hours' 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?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- 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 somewhat assured that the provider's infection prevention and control policy was up to date.

A policy was in place and up to date around the management of infection, prevention and control. However, this had not been implemented effectively. Guidance for staff on how to best support people with COVID-19 was not available as per the policy. Risk assessments were not always available and the risk assessments that were in place were not person-centred. Staff we spoke to had a good understanding of people's needs and how to support them.

- We were somewhat assured that the provider was meeting shielding and social distancing rules.

We observed people sat in communal areas in close proximity to each other, engaging in a group activity. It was not clear in documentation or risk assessments whether this was the individual's choice and whether this had been risk assessed. The home was still in an outbreak at that time.

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

### Visiting in care homes

The providers visiting policy was not previously in line with government guidance which we had received concerns about. However, at the time of the inspection this had been reviewed and was in line with government guidance.

Throughout the pandemic the home had facilitated end of life visits in line with government guidance. The registered manager had ensured that a variety of visiting options were available to people and staff had a good understanding of these. However, care plans and risk assessments didn't always reflect people's circumstances and arrangements around visiting.

At the time of our inspection the home was experiencing a COVID-19 outbreak, the government guidance for managing an outbreak was followed.

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.