

Hylands House Care Ltd

Hylands House

Inspection report

Warwick Road
Stratford Upon Avon
Warwickshire
CV37 6YW

Tel: 01789414184

Date of inspection visit:
11 February 2022

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22 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Hylands House is a care home providing personal and nursing care for up to 19 people. This includes people living with dementia. At the time of the inspection 17 people were living at the home.

Prominent signage provided visual reminders for both visitors to the home and staff on hand washing techniques and the correct order for putting on and taking off their Personal Protective Equipment (PPE). Routine checks included checking visitor's temperatures, requesting evidence of a negative lateral flow test and COVID-19 vaccination status for those not exempt. All visitors were required to sign a health declaration.

Staff were allocated to individual people during periods of isolation, so they could spend one to one time with them to protect and maintain their well-being.

People were supported to stay in touch with their families through face time, telephone calls and garden visits during visiting restrictions. Regular updates were shared with relatives by email and telephone calls with senior management.

Staff were trained in infection control and how to use PPE safely. This was monitored through observations and spot checks. Oversight of infection control, cleanliness and hygiene practices within the home was monitored through regular audits.

The registered manager kept up to date with government guidelines on visiting to ensure arrangements reflected national guidance. Staff were kept informed of changes through regular staff meetings, handovers and information sharing on the electronic recording system.

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

Hylands 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 11 February 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 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.

Visiting in care homes

- The registered manager followed government guidance on visiting in care homes and kept relatives up to date with changes through regular communication.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.