

Hardwick Dene Ltd

Hardwick Dene

Inspection report

Hardwick Lane
Buckden
St Neots
Cambridgeshire
PE19 5UN

Tel: 01480811322

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26 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

Hardwick Dene is a residential care home that accommodates up to 50 people with personal care and support needs in one adapted building. At the time of our inspection there were 37 older people and people living with dementia at the home.

We found the following examples of good practice.

External health and social care professional visitors had to show their vaccination status and complete a rapid COVID-19 test before visiting the home. They also had to wear the correct personal protective equipment (PPE) before entering.

Staff supported people to use computer tablets and phones to video call and/or communicate with family and friends. This promoted people's social well-being.

Staff and people at the home were taking part in whole home COVID-19 testing. Staff were tested for COVID-19 once a week and had rapid COVID-19 tests daily during the outbreak of COVID-19. Staff staggered their breaks to promote and maintain social distancing.

Staff were observed to be wearing their PPE correctly including face masks. Staff were bare below the elbow and were wearing a minimum amount of jewellery with long hair tied up that promoted good infection control. Infection prevention and control was discussed with staff and the registered manager during staff's supervisions.

Housekeeping staff cleaned throughout the home regularly. This was to promote and maintain good infection control practices.

The provider had given monetary vouchers to staff as a thank you for all their hard work during the COVID-19 pandemic.

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

Hardwick Dene

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. We had received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures and visiting arrangements 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 26 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 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 made the CQC aware that for a short period of time, they had put in place additional visiting restrictions. This was due to an outbreak of COVID-19 at the home.
- This decision, that was not in line with current government guidance, was communicated to people's named relatives via an email and people using the service via residents' meetings. The registered manager risk assessed this decision that looked at the impact the decision may have had on people's well-being. The risk assessment set out the reason behind the decision.
- The registered manager confirmed they had received no concerns from people and their relatives during this time. Essential care giver visits and emergency visits were in place, if needed, throughout these additional restrictions.
- Just before this inspection the registered manager had reopened both of their visiting pods to visits by appointment, as the outbreak of COVID-19 had significantly declined at the home.
- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.